

our passion  our patients



## My passion...

*“Working in the Emergency Department of a Level I Trauma Center is the most challenging yet fulfilling place to be. We care for patients at the most unexpected times for them. We treat patients with minor injuries to severe traumas during their critical hour. As situations change from hour to hour and day to day, we work together as a team to provide the most optimal care possible. Each and every day, it is rewarding to know that we make a difference in the lives of our patients and their loved ones during such unpredictable times.”*

**Laura Serafin, RN, CEN**  
**Clinical Resource Nurse**  
**Emergency Department**

## Letters from our Patients

I have been a patient for the last couple of days here and I just would like to thank everyone for such a nice stay here.

When I was admitted, I was of course, very nervous and in much pain. My nurse, Lindsey, was so sweet, understanding, and caring. She was the onset of what would become a very positive experience that I will not forget or take for granted. I hold all your skills, abilities, and knowledge in the highest regard. You are true miracle workers! Because I couldn't lay down for long, I was cognizant of all the work going on in the rooms around me. You are truly amazing how you were able to take care of so many and somehow retain the ability to exercise all the healing practices and stay empathetic and compassionate. I know that I was probably your easiest patient but I was very aware of all the issues you went through for the past couple of days. I think you are true lifesavers and heroes. The nurses that are coming to mind are: Lindsey, Abby, Sue, PJ, and Jenn. I am sorry that the other nurses and aides are escaping my mind, but just know that every one of you are just wonderful and very much appreciated. I am so happy that I chose ECMC for my care and I will be proud and loud to endorse your facility as the Best of the Best!

Thank you again for everything.

*Thomas, Former Patient*

