

# our passion our patients



## My passion...

*“I am passionate about advocating for our patients with their best interest always in mind. I have an opportunity every single day to make a difference in the lives of our patients and the 14215 community, which is something I take great pride in. The ability to make someone’s day better with something as simple as a smile is one of the many reasons I am proud to work at ECMC.”*

**Emily Beauchamp**

*Patient Advocate*

*Ambulatory Services Department*

## Letters from our Patients

This letter is to express the appreciation to your professional staff both in the emergency room, the 12th floor and 6th floor nurses and doctors.

My mother was admitted from the emergency room after having a stroke. The hospital could not treat her due to a “DNR” and had her on the 12th floor and then moved her into palliative care on the 6th floor.

The reason for my letter was to tell you how happy we were with the care that my mom received at your hospital. The nurses on the 6th floor and the administration were very sympathetic in helping our family during this difficult situation, and trying to prepare for the death of my mother. One particular nurse, Petra Guillman, on the 6th floor, went above and beyond to keep my mother comfortable as she was dying and was very respectful to us during this very difficult time. My mother passed on.

Your staff worked very hard to make us comfortable and offered many condolences and much assistance after she passed.

Thank you for the care you gave my mother the last days here on Earth. We wouldn’t have wanted her to die anywhere else! Please acknowledge the staff on the 6th floor that cared for her and kept her comfortable during this process. We truly appreciated their love and patience!

Sincerely,

*Carla, daughter of patient*

