

our passion  our patients



## My passion...

*"...is in Advocacy. Many patients and their loved ones come to ECMC during times of stress or in a crisis and look to us for support and guidance. Helping them navigate their way through the maze of healthcare, which may include decision-making about their options for care, is a tremendously important aspect of that advocacy. My goal is to ensure that their voice is heard and their values are honored."*

**Sandra Lauer, BSN, RN**  
*Director, Continuum of Care*

## Letters from our Patients

I was a patient at ECMC admitted on the 6th Floor. I just want to let you know how wonderful your staff was. Everyone was attentive, caring, knowledgeable and very professional. I had a medical issue and was not allowed to be discharged when I hoped to be. Your nursing staff calmed me down and worked with me to remedy the situation and I was discharged the following day. Your staff truly lives up to the motto "caring is the essence of nursing."

Sincerely,

*Kevin, ECMC patient*

