

# our passion our patients



## My passion...

*“I am so fortunate to work with such a dedicated team, who are passionate about helping break the stigma of chemical addiction, and delivering the best care in a non-judgmental environment for this very vulnerable patient population. I am passionate about advocating for our patients, and committed to providing empathetic and respectful care while empowering and supporting our patients.”*

**Rich Waterstram MS, RN-BC**  
**Unit Manager**

**Chemical Dependency, 9th Floor, Zones 1, 3 & 4**

## Letters from our Patients

Please accept this letter of praise for your facility during my recent experience as a patient in the Behavioral Sciences division of ECMC. I was admitted via the ER and spent 2 days in the EOB unit. I was treated for anxiety/depression and addiction issues. I have never been more thoroughly and holistically evaluated and treated for these related issues that I have struggled with for some time.

All staff including the psychiatrists, nursing, social work and support staff maintained the highest level of professionalism, confidentiality and integrity.

I am a Canadian citizen and a Permanent Resident of the USA. I have experienced care as a patient on both sides of the border and have some frame of reference of excellence.

I have been a patient at the Immunodeficiency Clinic for approximately 4 years and Dr. Jonathan Claus has been my infectious disease specialist there for the past 2 years. He deserves particular recognition for his high level of clinical care and concern. He facilitated the appropriate care I need at the EOB and continues to going forward. He has communicated with me and my spouse on a regular basis. We are grateful for his outstanding care and for the excellence of ECMC.

Sincerely,

*Mark, patient*

