



My passion...

“I am passionate about the care we provide for all of our patients in the Emergency Department.

I have the privilege to work with some of the most compassionate and conscientious ECMC employees and am proud of the exceptional care we provide for every patient every day.”

Jennifer Pugh, MD, MBA, FACEP
Associate Chief of Emergency Medicine

Letters from our Patients

I wanted to share the outstanding experience my family had at ECMC while my son had his kidney transplant. Joey has quite an involved medical history. When it was determined that Joey needed a kidney transplant due to the immune-suppression, I worked very hard to have the transplant in Pittsburgh (UPMC) or in Cleveland.

(Fortunately) Joey had a living donor who lived local, and mostly because insurance would not pay in-network rates, he was worked up at ECMC. I was so uneasy about the surgery I even contemplated talking to Joey about starting dialysis rather than have his surgery at ECMC.

I really do not have the words to express how comfortable I felt after meeting Dr. Cantie. He asked both of us (Joey and myself) exactly what our concerns were. He spent a good amount of time with us, never rushed us and only left when we felt more confident about the surgery. It was exactly what was needed. Joey trusted him and so did I. It was the first time I was comfortable and OK with the transplant not being performed in Pittsburgh.

Nicole Haseley, donor coordinator, repeatedly checked on the donor family and us – she kept us informed every step of the way. She is very kind and caring and very good at what she does working with (donor) transplant families.

Finally I need to mention some of the outstanding nursing care Joey received in the TICU. Corey quickly dealt with Joey’s high blood pressure issues. Amanda and Ann also really took very good care of him.

The 10th floor is top-notch for post-transplant care. Val, on night shift, was absolutely outstanding. Joey’s first night on the floor was very difficult. She took care of all of his complaints, and also was extremely kind to me. The entire staff was so nice - including the secretary. I wish I could remember all their names.

In 24 years I have never written a letter about the outstanding care my son has received, but I felt that it was so good and so reassuring and top-notch that I had to let administration know. I hope all the employees will know that they made such a difference in our lives, that they truly helped us through a very difficult time. Thank you does not seem enough!

Sincerely,

Tracey, Mother of Joey, Transplant Recipient

