

Dear,

Robert Haynes and Janelle Walker,

My wife, Morgan, and I recently chose to have our new little girl, in the birthing center at the Guadalupe Regional Medical Center. We showed up to the hospital at 4 o'clock in the morning and made our way through check-in, and then down the hall to the birthing center. Morgan was overdue and anxious, but right from the start the staff in the birthing center took special care of her. Tamara was especially comforting and answered all of our questions honestly and directly, she was awesome. Tamara had to leave at seven so Lisa and I stayed with us until our little girl was born. Lisa is the most outstanding nurse in the world! Dr. Kirchner broke Morgan's water at 8:15 and the contractions started to worsen. Lisa was on the ball, as soon as Morgan requested the epidural; Lisa wasted no time getting the anesthesiologists to our room to do his thing. The epidural allowed Morgan to rest and prepare for the pushing part that was yet to come. Every couple of hours or so Lisa was checking Morgan's dilation progression, and she was constantly doing little things to comfort and reassure Morgan that she could do this. I quickly developed a great relationship with Lisa, she is witty and funny and unwavering. I especially like the part when she cleared the room before delivery (at my request). When we got to ten, Lisa took charge and masterfully choreographed the entire delivery, to the point that all the doctor basically had to do was walk in and catch the baby. Doctor Kirchner was amazing also.

We had taken most of the classes through GRMC; however, nothing can prepare a first time mother for the uncertainty of child birth. Lisa coached Morgan through the pushing and reminded her of her breathing even when Morgan got tired. Lisa helped me stay focused while I was contributing to our birthing experience, by encouraging me to assist, and by keeping me calm with reassuring words and precise instruction. Lisa, Catherine and Dr. Kirchner helped us bring a healthy Maddison Rae [REDACTED] into this world.

I was impressed with the steady and methodical post delivery care that both Maddi and Morgan received, Catherine performed especially well with Maddi, making sure that everything was okay with her before allowing our skin to skin bonding time. For the duration of our stay, all the nurses in the birthing center tended to us like we were their own family.

We know that it takes team work to perform and maintain such a high standard of care, so we would like to thank each and every nursing staff member in the birthing center. Our entire experience was amazing, from the nurses in our room taking care of Morgan, to the nurses who took care of Maddi, (especially those on the first night) for a couple of hours so we could get some rest, to the gourmet food from the cafeteria, our birthing experience was absolutely AMAZING!!

We were also impressed with the lengths at which the hospital goes in order to keep our baby safe: the matching wrist bands that were verified every time Maddi left our sight and returned, the buzzing in process at the front door, the little ankle tracker that was placed on Maddi, the watchful eye of every staff member, the cleanliness of the birthing center, and the up to date technology used in the birthing rooms during delivery.

Morgan and I would like to especially thank all of the nurses who directly assisted with the birth and care of our little Maddi and made our stay at GRMC unforgettable: Lisa, Tammy, Tracy, Catherine, Vivian, and Angie.

We wanted to thank you again for all that you do.

Thank you,

Wade, Morgan and Maddison [REDACTED]

P.S.,

We will be back