

Madalupe Regional Medical Center
Cecilia, Texas 78155
Attn. Mr. Haynes

Dear Mr. Haynes,

I want to tell you how much I appreciate you and all the members of the hospital family. Thursday, April 24, a friend of mine experienced a cardiac incident at home and I found her on the floor not breathing. EMS was there in minutes and rushed her to the hospital. When I got to the hospital she was already being evaluated and we were taken to a quiet waiting area in the ER department. Soon after Chaplain Tom Jones came in to check on us and ask some questions. He was very kind and patient and gently extracted the information he needed to proceed. At that time I think Dr. Shah also visited with us and explained what was being done for Charlotte and why. We were eventually taken to ICU, and as soon as she was settled, were allowed to see her. At this time Bob Klotz greeted us and explained her care and who would be attending her. Dr. Shah, Dr. Gross and Dr. Rubalcava were exceptional in their care and very gracious to us through out the time of our stay.

Over the next several days numerous nurses and technicians helped with Charlotte's care: Maggie from the cardio lab, Tracy from ICU so knowledgeable, Steve night shift so very kind and efficient, Abby day shift ICU an angel in our time of need, Ross night shift ICU uplifting and warm hearted, Paul night CPT very caring and efficient, Tamara day CPT sweet and loving also a former piano student of mine, two other CPT persons, possibly Raul and Delores not sure of names. Even the night nurse from PT offered to get anything I needed and gave a hug of support and a beautiful smile. All of these people were extremely kind and were so patient to explain everything that was going on and what we could expect to happen next. They allowed me to stay with Charlotte night and day and always made me feel welcome. I tried to stay out of the way during the shift changes and would leave for short periods at which time I'm sure they worked extra to get things done so that I could come back in when I returned. I always found Charlotte well cared for, clean and comfortable when I returned. The first night I parked at the PT entrance and hurried to get in before the doors locked. In my haste I dropped my billfold by the car door. When I came out the next morning, I found a note on the car, check with the PT desk if I had lost something. I had searched in the night for the billfold and prayed it had dropped out in the car. After a very long night you can imagine my relief when I went to the desk and they had my billfold in tack. Deborah, a PT aid had found it and left the note. I was extremely grateful and can't say enough about the quality of people that work at the hospital. Our journey ended Sunday afternoon, April 27. The caring support of Abby, Ross, Pastor John, and Dr. Gross made this time bearable but I really don't know how they do it. They are truly angels and I will be eternally grateful to all of you.

As I write this I am reminded of the many employees that have consistently shown me kindness. Lupe, Bonnie and Lucy in the cafeteria when I stop in for a cup of coffee and an hour of speed Internet due to the kindness of the hospital having Wi-Fi service. The cafeteria is extremely clean and neat and a very pleasant place to spend my computer time.

I have also been a member of the Wellness Center since it opened and really appreciate having such a beautiful place to exercise and swim. Dane, Josh, Morgan Kyle, Lucas, Justin, Shirley, Brenda and numerous others I don't know personally are always helpful and pleasant. There have been many changes since the beginning and I can only say it keeps getting better and better. The pool is a blessing for me and has made it so much easier to keep the joints working.

I hope I haven't forgotten anyone but a special thanks to you for your leadership and the example you set for all of your employees. I am so proud to have a world class hospital right here in our friendly little town.

With sincere appreciation,

[Redacted Signature]