

May 26, 2015

Mr. Robert Haynes, CEO
Guadalupe Regional Medical Center
1215 East Court
Seguin, TX 78155

Dear Robert,

April 29, 2015, I was unexpectedly admitted to GRMC where I remained until May 2, 2015.

I couldn't let another minute go by without writing to you to tell you what an excellent medical facility you and your staff operate. I was housed on the surgical floor and the nurses, aides, lab technicians, radiology techs, EKG personnel, housekeepers, and food service employees did a superb job of taking care of me. Nothing was done without a clear, concise explanation being offered first. Over and over again, I was asked, "Is there anything else I can do for you?" I was impressed with the skill level of everyone I encountered and was especially pleased to observe that the employees were happy in their work!

My case was overseen by Dr. Flores, Dr. Shah, Dr. Hambric and Dr. Kirchner. One of the tests that was ordered was a needle exploration of a mass in my abdomen, and that's where I encountered Dr. Gates, the Interventional Radiologist. I was a little apprehensive of the test but he explained what he was going to do and he performed the procedure with very, minimal discomfort to me. I was impressed! Russell was my nurse—a real hoot of a guy. You all should work on trying to get him to come out of his shell!!! ☺

Nobody ever likes to be hospitalized, but with the experience I had at GRMC, I would certainly recommend that people use GRMC for their care! You all have truly developed—and you practice—a culture of caring.

I wish all of you continued success as you expand the services at GRMC and build a medical center that will be the pride of the community.

Kind personal regards,

