

Administrator: Guadalupe regional medical Center
Seguin, Texas
May 9, 2016

Dear Sir,

The family of Ira [REDACTED] would like to take this moment to thank all of the nurses and other personnel of your hospital, for the loving care of our husband, father, grandfather. Ira [REDACTED] was in room 269 in hospice care and died the morning of May 8, 2016. The nurses in ICU were extremely caring and loving to our whole family. They exhibited care, compassion that we were not used to seeing. The first night in ICU, my wife, Ira's daughter and I, spent the night in the ICU waiting room. They brought my wife a recliner to sleep in, and a blanket and pillow for me. Unheard of. The nurses on second floor were unbelievable. Rudy, Ira's son, has been in this situation before. He said, that he had never seen nurses like these. The nurses were constantly asking if there was anything they could do or get for us. Their caring and compassion was like nothing we had ever seen before. You should be extremely proud of the personnel on the second floor. The cafeteria staff set up coffee and snacks for the family. They could not have been nicer to us. Last, but not least, the chaplains. They spent time and exhibited unbelievable care and compassion to Mrs. Dorothy [REDACTED] Ira's wife, and the whole family. They spent time and patience in explaining everything to Ms. [REDACTED]. It is hard to make anyone feel comfortable and at peace in this situation. But they tried. The family thanks them for the love and compassion shown to our mother, Dorothy [REDACTED]. Also, we would like to comment on your staff all over the hospital. It did not matter where we were, if we saw a nurse or a technician, they always spoke to us. These people, mostly, did not know us, but they always spoke.

We could go on talking about the nurses and other personnel on second floor that were involved in our times there. But, it would just be a repeat of everything said so far. We just can't say enough about them. Ira and Dorothy [REDACTED] were married for 75 years and had just celebrated their anniversary. This is a sad and heartbreaking way for this union to end, but your staff did everything in their power to make it easier.

Thank you, [REDACTED]

[REDACTED]