

## **A Letter from an Obstetric Patient**

I did not expect to be treated with such respect and dignity. The nurses and the doctors made me feel like I was the only person on the whole floor, and I can truly say that during a time of loss I was not left alone. All around the clock, someone was caring for me or showing their presence, and I am shocked at the amount of personal responsibility that the staff take on. They treated me like I was their personal family; they treated my situation like it was their personal situation; and as far as care goes, everyone that I came in contact with went over and beyond.

I was transformed as a person based upon the amount of kindness that I was shown while on this floor. When I came to the floor, I did not even have any clothes to wear. Nurse Becky Sartini had her hands very full with me, but she took great care of me. Nurse Amy Brooks came and took me under her wings and so did nurse LaSharon Tubbs. So those in charge should understand that this is how personalized my experience was. I know my nurses names, and they saved my life.

Nurse Jennifer Divino does not leave any stones unturned. For example, my baby's foot was too small for a footprint, so she made a personalized stamp. She just would not take no, as if it was her child, as if she were me. You cannot pay someone to care about people and have a big heart. That's a personal choice. That lady must be a robot; she is just perfect in all her ways, and I am grateful for her expertise.

Dr. Tucker Doiron showed me so much compassion; I honestly believe she saved my heart from breaking. She provided me closure and made my grieving process manageable. She made my healthcare understandable. She looked at me in my eyes and listened to me and then found a way to deliver results, and what she did for me is one of the most beautiful examples of someone being selfless and professional that I've ever seen in my life.

So I received more than standard care. I feel like I gained a family. I feel like I left the hospital with more than I came with. I was absolutely redeemed and I am so grateful to have been the recipient of so much love, and I am truly thankful, from the bottom of my heart, to everyone who cared for me. I really hope that the ladies on this floor will be recognized for being guardian angels.

This is a place of healing truly. Nobody there is at work for a paycheck – and I can tell.

*Shared with OB/GYN Team Members, June 4, 2021*

### **Nirvana A. Manning, MD, FACOG**

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*(Letter has been lightly edited for clarity and to include the full names of team members.)*