

On 01/25/2011, Fallon Clinic transferred a patient call to the Office of Patient advocates. The patient is a retired high school teacher/principal, and wanted to compliment the staff that cared for him recently in the ER. Patient's PCP, Robert Sullivan, had referred him to the ER because he was having symptoms of an aneurysm (patient had an aneurysm operation 6 years ago). He was placed in room 11 in the ER. His 3 to 3 RN, Chelsea, and Physician Assistant, Shane, were terrific. Patient does not remember the names of all staff he encountered but he had a positive interaction with everyone. The staff involved in his care in the ER took care of him in the best way possible. Patient stated he had a great experience; the treatment was wonderful and the staff made him feel like a king. He thanks everyone for the great care and treatment he received. Unfortunately, I forgot to write down the patient's name.