

Compliments Letter 4

January 11, 2011

Dear Phil Miller,

I have just completed the last of my 42 radiation treatments at the Saint Vincent oncology department for prostate cancer and I want to express my gratitude to the many people in the department who have made this scary experience a pleasant one.

The care and attention that I received was from the kindest professional staff. A survey does not seem to give the appropriate justice to the super people in your department.

Being greeted by Barbara (Calorio), who has since left for warmer sites in the west, whose pleasant manner each morning made me feel less anxious walking in to the oncology department. Barbara, replaced by Barbara (Gouin), also shows such kindness every day. The coffee/treat ladies have a spread each day of homemade goodies for all. The waiting room experience quickly became a family affair for the camaraderie each patient has for each other and the hope that radiation gets it all.

On the first visit Karol Perry's calming personality prepared me for the doctor visit even though my pressure was sky high! Dr. Mark Brenner was most reassuring and explained the process with medical information and a huge dose of humor which has not wavered along the way making the whole experience pleasant.

The technicians Rita (Demers), Louise (Saito), Paula (Pappalardo), Katelyn (Richardson), and Nancy (Landry) have such love for what they do which I found evident in the daily contact with me and the other patients I spoke to. They never appear too busy to be kind and caring and all have a great sense of humor. Plus they did their daily work out lifting and moving me as needed giving each great muscle that you just don't get at the gym!

On some days Kathy checked my progress and concerns and Clara (Lafrankie) did the lab work, weight check and questioned me for any issues I may be experiencing. They too work with smiles and upbeat attitudes. Phil, I appreciated your chats with me too, trying to keep me calm when the "white coats" were a-coming and that pressure cuff was hanging on the wall!!

I would be remiss not to mention the people behind the scenes that I did not have direct contact with but whose expertise calculating my radiation dosage has kept me from glowing in the dark! They are Carla Bradford, Sheila Bushe, and Maria Faiella.

My experience has been so positive and I want to thank each and every one in your department for their kind professional manner but mostly their overall upbeat attitude that is contagious and very helpful to patients like me that are not so comfortable in such conditions.

Sincerely,
Paul Smalarz