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SAME DAY SERVICES Provided ‘Amazing’ Surgery Care

Bright lights. A large group of people. Surgery can be frightening.

Our Same Day Services staff offers assistance and support to create a more comfortable experience for patients each and every day. Comprising 13 registered nurses, the department prepares patients for surgery and cares for them after the operation is completed.

Missy Kolar, a mother and a nurse, wanted to show her family’s appreciation to Columbus Community Hospital after their visit for her son’s surgery, “I am not sure I will be able to convey my gratitude for the amazing care we received,” Kolar said. “It started with a call to pre-register. She was so kind and answered all of my ‘crazy’ questions about the hospital, nurse staffing and especially about the anesthesia department. She didn’t hesitate a moment before she said that she would trust her child to the care of any of them and she knew all about the number of procedures you have done successfully on children in the past.”

A SWEET START TO THE DAY

Upon their arrival, Kolar and her family were greeted and led to registration by “the sweetest volunteers.”

Kolar added, “We were impressed with the cleanliness and kind smiles of all the people we encountered. We were escorted to Same Day Services by another very kind volunteer, and immediately met by our primary nurse. All equipment was state-of-the-art and well cared for. Everyone was smiling, helping each other out and washing their hands.”

With over 20 years of experience as a nurse, Kolar knows what a day in health care can include.

“I have never been more proud to be a nurse as I was watching the compassionate, honest care that both our primary and student nurse gave. They took their time and never once made my family feel that they had any other patients to care for or things to do that day,” Kolar said about the preparation for her son’s operation.

“Our nurse answered all of my questions, reviewed exactly what to expect and was very reassuring when she saw the tears in my eyes.”

“The student nurse treated my son just like a little brother and always checked to make sure that we didn’t need anything. The nurses from anesthesia made a point to introduce themselves and answer all of my questions. They also played a fun game with a balloon to help my son relax and better explain to a 7-year-old the process that was going to occur.”

REASSURING FOLLOW-UP CARE

Kolar said her family was given clear dismissal instructions after the surgery, received follow-up calls and assurance about how well her son did for his procedure and age.

“Columbus Community Hospital should be extremely proud of their hospital and their staff. I know it takes a village, and your village is amazing.” ♦