

Patient Journey at Richmond Hospital: **Joyce Branscombe**

“I had no idea what was about to happen to me.”

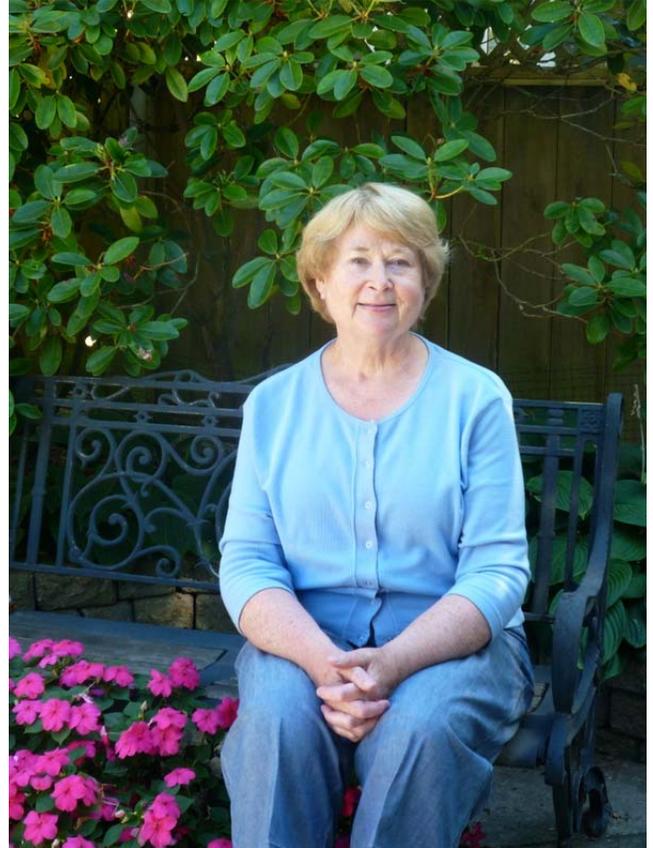
At 9:30 p.m. on March 1st, my husband took me to Richmond Hospital. I'd been having some pain in my right side for a few days, and even after a round of antibiotics, the pain was getting worse.

I was admitted, and spent the night in the hospital, wondering what could be causing the pain: Appendicitis? Kidney Stones? Diverticulitis? I didn't know what was wrong, but I did know I was in good hands at Richmond Hospital.

As a Senior Licensing Officer for Richmond Health Services, I had worked inside Richmond Hospital for 5 years. I know how hard our doctors, nurses, and health professionals work to provide the best possible care for patients. That night, two years after my retirement, I found myself at Richmond Hospital again, seeing the hospital through new eyes – as a patient. Even though I knew the hospital and its dedicated staff so well, that night, I felt just as vulnerable as the next person.

For more than 45 years, Richmond Hospital has been comforting nervous patients, and making sure people in our community get the care and treatment they need. Richmond Hospital is our hospital, and is here for us when we need it, but it depends on your support to maintain life-saving equipment, up-to-date facilities, and support services. Richmond Hospital Foundation works closely with the hospital to make sure every dollar you give is used wisely, where it's needed most.

In the morning, I went for a CT scan and an ultrasound. After reviewing the results with the radiologist, my own doctor, Dr. Bernadette Yuen broke the news to me. I had an aortic aneurysm – and I needed major surgery immediately. As an added complication, I would also need a kidney bypass for



the surgery to be successful. Suddenly, I felt lost, even in such familiar surroundings.

Mindful of my concerns, my surgeon, Dr. Houston, took the time to clearly and carefully explain the procedure to me. His detailed explanation helped calm my nerves and made me feel more confident and informed. After the successful 6-hour surgery, I felt much better.

This high standard of care is only possible with your help. Government funding only goes so far. After working for so many years in the hospital, I know how much more is needed to provide quality care. Much of the advanced medical equipment our doctors rely on at Richmond Hospital is funded by Richmond Hospital Foundation, through the support of private donors. Their donations help purchase advanced life-saving equipment, renovate out-of-date facilities, and fund necessary programs and services. Your support gives the team at Richmond Hospital the tools they need to care for our community.

The CT scanner that was vital for my diagnosis was fully funded by Richmond Hospital Foundation, through the generosity of donors like you. It was available when I needed it, because people like you cared for the health of our community.

During the post-operative days I spent in the ICU, and then later on the 6th floor of the North Tower, the nurses continued to be understanding and kind. One of my anesthesiologists even came to check on me every day. The care of the staff was unparalleled, but as a patient, I could see how old and inconvenient the facilities on the 6th floor were. Even though I was mobile, I couldn't get into the bathroom with my IV drip, and frequently needed to call for assistance. I know the nurses are overworked, and I hated having to call them for something I could have done myself.

It's always a struggle to balance the best care possible with the funds available. That's why everyone – hospital staff and patients alike – are so thankful for the donations from people in our community.

I had no idea when I went to the hospital that I'd be having major surgery, and spend days recovering in the ICU. Happily, the staff at Richmond Hospital was with me every step of the way – just like they'll be here for you when you need them. Yet, as the Richmond community grows, so do the needs of the hospital. Please give generously today, so our families and our neighbours will continue to receive the high quality care available at Richmond Hospital.