

# The Patient Experience

## MEET THE CHURCH FAMILY



“We were greeted with a smile and with care and concern. That is something that cannot be faked... We were treated like people, not just numbers; that is rare these days... Please don’t lose your small town charm.”

-Kevin & Laura Church  
of Payson, Utah

When I got the call that my husband was injured at work in the Basin, all I could do was panic. I spoke with the EMT from the Altamont ambulance and was told he was being transferred to Uintah Basin Medical Center in Roosevelt. There he would be taken into surgery. I had a three hour drive not knowing how bad it was or if he would lose his leg.

I arrived just after 6:00 PM. The lady in the ER made sure I got all of his things that were locked in the safe. Then I was taken to his room where I was met by the doctor and the anesthesiologist. Both were so great! They spoke in terms I could understand and that sure helped knowing he was going to be okay.

The first night the nurse Rob and the aide Allen were so good to us... friendly and truly concerned about my husband as well as me. Every nurse, aide and staff member was awesome. From housekeeping to the doctors, all were friendly and took the time to make sure all of our needs were met. We were greeted with a smile and with care and concern. That is something that cannot be faked. It’s easy to tell a nurse who works for a check and one who works because they love their job. You can tell they love their job.

I love the small town feel. We were treated like people, not just numbers; that is rare these days. The hospital is so clean and cozy. If I had to go to a hospital, it would be here. Many thanks to everyone for all the work, help and talents to make a bad time in our life a positive experience. Thank you, thank you, thank you.

PS- Please don’t lose your small town charm.

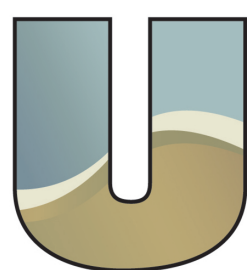
*-Kevin & Laura Church of Payson Utah*

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