

A message from Frank V. Sacco, FACHE, President and Chief Executive Officer

Good day,

Our Patient First culture lifts us up above other healthcare providers.

The combination of lifesaving treatment and compassionate care made a world of difference for this patient, whose heartfelt gratitude is a reflection of the Memorial experience at its finest.

Thank you,



Dear Mr. Sacco,

Just three months ago, I had open heart surgery performed at Memorial Regional Hospital by Dr. Michael Cortelli. I shall be forever indebted to both for giving me a new lease on life.

The purpose of this letter is to acknowledge the magnificent care I received from the Intensive Care Unit to 6 North where I resided until discharge. My wife, Catherine, joins me in wishing to express our gratitude to all of the physicians, nurses, aides, technicians, specialists who extended to me world-class treatment. We are extremely grateful for the wonderful care and concern I received from every member of your staff with whom we came in contact. Their friendly caring demeanor made the hospital stay as pleasant as possible. We also appreciated the quality and flexibility of your Food Service Department.

From the reception desk to the young man who transported me to my car on discharge, there was nothing that I could find fault with. We shall never forget the excellent treatment we received from your 6 North nursing staff. I believe I could not have received better care in any other hospital in the world.

Sincerely,

Leonard

Department leaders please post this for all employees who do not have access to email.

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