

Reason for Recognition: Patient & Community - Centeredness

To: Dylan May

So the day before Thanksgiving I felt a pain in my stomach. I recognized the pain from 5 years ago when I had a bowl blockage. I went to the ED was put in a room immediately. After I was set up in my room with an IV and everything Gloria, Chris and Dylan came in to check on me and see what brought me in. Gloria was in training Chris and Dylan was there to assist. Everything was going as expected until I had to get a nose tube put in to suck some junk from my tummy. I was clearly nervous about this and they both reassured me that it was relatively painless and placing the hose was fast. I forgot to mention three things due to being nervous. 1) I have an awful gag reflex (I gag when brushing my teeth). 2) My nose is kind of odd like the bones on the inside seem larger than normal or the air ways might be smaller. Either way I have always had nose issues. and 3). I a big big man baby when it comes to pain..... They could tell I was nervous about the tube. They told me what to expect, showed me everything and gave me time to get my mind ready for this. When the time came I was as ready as I could be. They gave me some water to drink to make it go down easier. Gloria could not get the tube past my nose. The bone or something was not letting it by. She did not do anything wrong to my knowledge my nose just said "nope, not today". I could tell she did not want to force it and hurt me. Chris tried and got the same results. They decided to try the other side with almost the same results. Chris noticed this side was tight too but not as tight. There was a little more room on this side. He knew he could get it in but it would not be painless like he said earlier. He told me what to expect. He put extra extra lube on the tube went firm and steady. He got the tube in with minimal pain on my end, just discomfort which could not have been avoid. When the tube hit my throat I drank like I was told to and almost instantly started throwing up. I mean not a little puke, I was like the Exorcist child in that room. I was caught off guard by the amount of puke and my aim was off a lot. The puke bags came fast. I don't know how many I filled up but I know it was more than one. The puking did not effect them at all. They remained focused on me and got the tube placed proper. They then cleaned me up and made feel as comfortable as possible. Sorry if I got my breakfast on anyone. You all are true champs. Thanks Chris, Dylan, and Gloria
~Brandon

From: Brandon Bradshaw
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