

Patient Interview

15 August 2021

Jamie Love

December of 2020 my fiance, Jay, smashed his finger nearly off while at work. He is an electrical lineman and getting injured is a high risk for his profession. While being in the ER at UMC, the doctors temporarily reattached his finger with stitches. The radiographers then took x rays so the surgeons could determine if his finger was able to be reattached. While Jay told the doctors to just amputate his finger, the hand surgeon was confident that with a donor nerve and physical therapy they would be able to bring sensation back to his finger. The ER released Jay with instructions to make an appointment with the hand surgeon at UMC.

Jay met with the orthopedic department to schedule an appointment for surgery. Going into this appointment he was told he would meet with his surgeon to be educated on what they were going to do to reattach his finger. During this meeting he was surprised, due to the fact that he met with a different surgeon than the one that would be working on his hand. When he asked during the meeting if he was going to be able to meet with his doctor, the other doctor stated "I am a doctor". This interaction made Jay very uncomfortable and he felt as though the doctor had no empathy for his situation. Jay did not feel heard when he tried to ask questions. Leaving this appointment Jay felt lost and felt as though the surgeon he spoke with had a low value of delivery of services.

After Jay's surgery, although his finger was reattached he still had no sensation. The doctor stated in a few months, he will begin physical therapy and this can help bring it back. Once COVID hit, Jay was not able to receive physical therapy. Although he tried contacting his doctor regarding this situation, he was never able to get in contact.

Jay stated that his overall experience did not meet CHS's core values of compassion, dignity, justice, excellence, and integrity. He felt zero compassion for his situation.

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