

Patient Quality of Care Interview

After interviewing Jane Doe, I discovered that her overall patient care experience during her hospital visit was adequate. Jane Doe went into the emergency room initially experiencing abdominal pain that felt like heartburn. All the staff at this facility showed concern and were quickly responsive. After further examination, the physician diagnosed appendicitis. He decided to admit Jane Doe, and an appendectomy was done.

Jane Doe felt comfortable and worry free while receiving treatment at this medical center. She saw different health care professionals who treated her with courtesy and respect. Also, the nursing staff and physicians showed their concern toward her symptoms and acted in a professional manner. Jane Doe went to the emergency room with symptoms that did not present as appendicitis. The doctor wrote down all the symptoms she had, and he believed there was a serious medical issue occurring but was not sure what yet. Jane Doe explained, “the physician showed his concern by doing further examination.” Although the patient was experiencing what felt like severe heartburn, the physician ordered a computerized tomography scan to rule out any major health problems. Jane Doe described the CT technologist as professional and comforting. The imaging specialist explained that the contrast would make her feel warm and the complete process of the scan. After the CT scan, her doctor explained that surgery was needed to remove her appendix because it was close to rupturing. He later explained the procedure step by step in terms that Jane Doe was able to understand. Altogether, Jane Doe felt her concerns and fears put at ease.

An area that raised concern to Jane Doe was how fast she was released after surgery. Although the surgery was done without any complications, she was worried about being released too soon. The physician made clear that in his professional opinion she could go home to rest and further medical attention was no longer needed. He eased her fears of being released from the hospital by explaining to her if there are any problems to come back. Jane Doe was given post care instructions and felt comfortable leaving after the conversation with her doctor. As well as Jane Doe receiving a copy of the post care instructions, the physician explained these instructions to her in detail before she went home.

Jane Doe's experience at this medical center was excellent. Although there was an area that raised concern, she was satisfied with her treatment. The staff was comforting, kind, professional, and responsive. All in all, Jane Doe would recommend this hospital to a family member or friend in the future.