

## A Success Story

The RHC in Galt does many things to help patients every day, but occasionally certain patients tug on their heartstrings and the staff can tell they need some extra help to get them through.



There was one such patient, an elderly woman named Mamie. Mamie has very poor eye sight. She does have grown children, however, they never seem to be available to assist her or accompany her to her visits. Mamie needed to complete paperwork at one of her visits and it became very apparent by her demeanor how frustrated she was and that she needed some assistance with this.

The staff had already attempted to have her complete her forms or to get help from someone at home and it quickly became evident that she did not get the assistance she needed there. The site supervisor took Mamie into the little office off of the lobby and helped her complete her forms. This took approximately 45 minutes as Mamie is quite the talker and story-teller. However, the site supervisor made a friend for life as Mamie asks for her each time she visits the office.

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