

I wanted to share with you my personal patient experience at Rangely District Hospital ED. On June 27<sup>th</sup> I visited the ED for a migraine that had been ongoing for 3.5 days. I had been physically reacting to the migraine unable to retain food or liquid. Experiencing aura's, light, sound & smell, sensitivity along with weakness and vertigo. I had been treating it at home with the normal medications, eyes closed wearing black sunglasses, a dark quiet room in the basement, ice packs on neck and forehead , dietary adjustments, essential oils, massages and controlled breathing. NOTHING was helping and the pain was increasing.

I finally swallowed my pride, admitted I needed help and visited the ED for the first time. My husband assisted me to walk across the parking lot and inside the hospital, where I was immediately greeted cheerfully and immediately taken into triage. The nurses were so kind, keeping the lights off working quickly, effectively and quietly. They quickly moved me into a room where they continued to monitor me and make me as comfortable as possible. While the lights continued to be off, they attended to my needs diligently, several warm blankets and God bless them keeping the hall noises down, they were very professional, reassuring and understanding. I apologized, sometimes through tears, for being such a baby to come to the ED for a migraine and they understood, no judgements. I really appreciated that! The nurses were very hospitable and welcoming to my husband as well getting him water and making sure he was comfortable; they had him sign the paperwork since I was so Incapacitated. They informed me of everything they were doing, prepping me with an IV and stating the reason why. They let me know who the MD was reassuring us we were in good hands; we had never been in the ED before. Admittedly, we were apprehensive. Dr Sutton came into the darkened room very soon after my arrival, examined me, looked over a list of medications I was given previously at another facility and chose to not take it slow in treating the symptoms, loading me up with unnecessary medications. Dr. Sutton chose to start at the top and knock the migraine out. Within minutes I was receiving medications via IV, and subcutaneously. The staff diligently continued to quietly monitor my pain level, symptoms and reactions to the medications. I lose time with migraines, so when I was discharged, I had to ask my husband how long we were there . He estimated 1-2 hrs. That was incredibly fast!! The shortest time I have ever spent in an ED the results and care were phenomenal, no one was second guessing themselves or the level of care unlike so many facilities I have been to in the past. Astonishingly the following day the ED called to check on me and the status of my migraine. Thats unheard of!! But very much appreciated. I/we are so impressed with this wonderful hospital and the ED. Each staff member that day deserves high praise and recognition for providing outstanding physical, emotional, mental care and support. I cannot express how much I appreciate everything everyone did for me or how impressed I was with the hospital and the ED. Thank you all so much for being such wonderful care providers, human beings, and a great community.

