

## A Wonderful Experience



*Lorraine & Brian Quigley*

It was Lorraine's first time visiting Saskatchewan and she came to love the province and her time here, even when it included a hospital stay and surgery.

Lorraine and her husband Brian, live six months of the year in Ontario and six months in Florida. She has family in Ontario, Newfoundland, Saskatchewan and BC. With Covid restrictions over the last two years, her visits with family were long overdue.

Once allowed, she hopped on a plane to spend five weeks catching up with her family in Newfoundland, wintered in sunny Florida and then came west to experience springtime in Saskatchewan, with plans to carry on to beautiful BC.

Lorraine's daughter and son-in-law, D'Anne & Kevin Mullin, had moved to Saskatchewan in December 2019. Lorraine and Brian had been unable to visit them to date, and arrived April 14th to finally see D'Anne & Kevin's new home, meet their friends and experience all that Saskatchewan has to offer. Lorraine said it was wonderful.



*D'Anne & Kevin Mullin*

# Grateful Patient

***“Saskatchewan has really won my heart. It is a beautiful province with beautiful people. We enjoyed sightseeing and seeing D’Anne & Kevin in their new home. It’s wonderful, but I may not enjoy the Saskatchewan winters quite as much,” laughed Lorraine.***

Turns out Saskatchewan didn’t want to let them go, and kept them a little longer than planned. They were set to depart for BC on May 29th, but about a month into their visit (May 10th), Lorraine experienced a gallbladder attack. She’d had an attack 20 years ago, but was able to manage it by watching her diet and being careful. However, after five hours of walking the floor at home, with no relief, she decided it was time to head to the Emergency Department (ED) at Battlefords Union Hospital (BUH).

***“After hours of pacing it became clear that the pain wasn’t going to go away. I’ve never had any surgeries or had to stay overnight in a hospital, other than when my daughters were born. It can make you anxious and nervous when you have to go into the hospital,” shares Lorraine.***

The words Lorraine proceeded to use to describe the care received at Battlefords Union Hospital during her whole experience should make us proud to be a part of The Battlefords community and to support healthcare.

She described what can be a scary and anxious time as a “wonderful experience” “beautiful atmosphere” “positive attitudes”.

***“I was really very happy with the whole experience. I would not want to trade or go anywhere else for my surgery. It was the right fit for the right time. Everyone was so positive and so kind, they couldn’t do enough for you,” expressed Lorraine.***

Lorraine’s hospital experience began in the ED where the medical team cared for her and made her comfortable. She felt it was a beautiful atmosphere and nobody was in a bad mood. She was discharged by Dr. McGee that night, with what was believed to be a gallstone blocking the bile duct.



*Battlefords Union Hospital*

# Grateful Patient



Lorraine & Dr. McGee

Her instructions were to return the following morning for an ultrasound. The medical team felt they would likely have to send her to Saskatoon for a scope to remove the blockage.

The next morning during the ultrasound, Lorraine was again met with a friendly medical professional who joked with her and helped keep her relaxed and comfortable during her procedure. This was very much appreciated.

After that it was a matter of waiting to speak with Dr. McGee about the ultrasound report, and it was Dr. McGee who played a big role in making Lorraine feel at ease and calm about the whole process.

***“When I met Dr. McGee there was a real connection. The way she spoke to me and treated me as a person and not just another gallbladder surgery, helped me feel comfortable about having the operation. I felt a comfort and peace with her and told her I wanted her to perform my surgery,” shared Lorraine.***

Dr. McGee is a General Surgeon. When she stopped into the ED to consult with Lorraine about her care, Lorraine was seated in the chair, so Dr. McGee perched comfortably on the edge of the bed. She smiled sweetly and explained that the blockage that had been there, they believed was passed and she would not need a scope. Lorraine believes the power of prayer helped in preventing a scope from being necessary, and felt she was in the right hands with Dr. McGee to perform her gallbladder surgery.



# Grateful Patient

Surgery was booked for May 27th, and began the start of their extended stay in Saskatchewan. It was extended further when the date was bumped due to an emergency surgery, and rescheduled for June 22nd. During this month long wait, Lorraine was calm and at peace.

***"I can be a nervous person over stuff like this, but I'd been receiving such wonderful care that it all helped me stay calm and not anxious about what was coming. Everyone had made me feel very comfortable and at ease about everything. It also allowed Brian and I more time in Saskatchewan and with D'Anne & Kevin. I didn't let the delay worry me," expressed Lorraine.***

The atmosphere in the operating room the morning of the surgery was relaxed. The anesthetist, Dr. Engelbrecht, was calming as he explained how Lorraine would be carefully monitored as she was put under.

His demeanor was very reassuring and so kind, Lorraine knew she was in good hands. Always a curious person, Lorraine appreciated his explanations as to what was happening. She wanted to know what was going to happen in the surgery, to which he questioned whether she really wanted to know, so they both agreed to pass on those details.

Before she knew it, it was all over and she was in recovery. Lorraine & Brian stayed in Saskatchewan until July 2nd, giving Lorraine time to rest and recover, before they headed back to Ontario. Their trip to BC was rescheduled for October, where they will be celebrating Thanksgiving with their second daughter and her family.

***"I am so appreciative of the care given to me at BUH. Thank you to the nurses and doctors for making the whole experience very positive. Dr. McGee was wonderful. I couldn't ask for a better hospital and healthcare team to have taken care of me," shared Lorraine.***

As an organization, BUH Foundation strives to provide enriched patient care through the purchase of new medical equipment and continued staff education, to support the healthcare professionals in the services they provide. We want to help ensure that the best care possible is available, when needed most, so that when patients like Lorraine need the services, they are ready for them. Thank you to our donors for helping to make this happen.

*By Shauna J. McGifford  
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