

# COVID-19

Patient  
Care Services

April 8, 2020

*In appreciation for your selfless work and dedication during these extraordinary times*



Paul Biddinger, MD,  
vice chairman, medical  
director for Preparedness  
Emergency Medicine

“The compassion, dedication, and flexibility of our nurses, health professionals, and staff throughout the hospital has been truly extraordinary. In the past few months, so many people have worked so hard across so many settings so that we could take the unprecedented actions necessary to care for our patients. I have never been more proud to be part of MGH.”

—Paul Biddinger, MD, vice chairman,  
medical director for Preparedness  
Emergency Medicine

## Neighbors helping neighbors

—A note from staff nurse, Lisa Marie Wellen, RN,  
Emergency Department

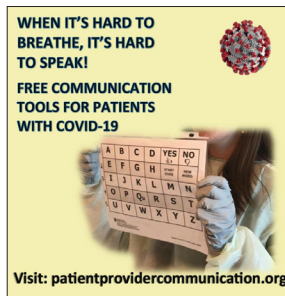
I was very touched when four different care packages arrived at my house containing thoughtful notes and treats. One woman, whom I didn't know, sent me two masks, baked goods, and a stone garden ornament she said was in memory of her son. It made me cry. The stone, that I named Rona, is now in my work bag. It's comforting to know that people are thinking about us.



'Rona'

## SLPs step up to support patient-provider communication

Inpatient speech-language pathologists, Sarah Gendreau, Stephanie Scibilia, and Rachel Toran Towbin, were proud to represent MGH in a national cohort of inter-professional colleagues who created a set of free communication tools for healthcare workers to support patient-provider communication. The tools are 'no-tech,' easy to use, and can be disposed of after use. Go to: [www.patientprovidercommunication.org](http://www.patientprovidercommunication.org) to download materials.



The inpatient SLP team is available to support staff and patients on all units. Use pager #24509, or place a consult to: Speech Language Pathology Consultation and Treatment: Augmentative/Assistive communication.



This drawing of the Blake 12 ICU team by local children's illustrator, Thyra Heder, was crafted from the video produced by the Blake 12 team and narrated by Sarajane Gallen, RN.

(Click on the drawing to see the video.)