



DELIVERING EXCEPTIONAL PATIENT CARE

(L to R) Dr. Daniel Newton, Wooster Heart Group Cardiologist; Brent Conners, RN, Emergency Department; Kelly Beery, RN, Progressive Care Unit; and, Carole Voliotes.

When Carole and Bill Voliotes looked to move from North Carolina to Wooster a few years ago, they had one big concern – healthcare. As senior citizens with some health issues, they were interested in a facility that would be thorough, compassionate and competent. What they found at (WCH) far exceeded their expectations in all areas.

Their introduction to WCH happened by chance January 17 when Carole thought she was having a heart attack. “It had been a busy day in a busy season of life,” Carole remembered. “We had just come back from shopping.”

As they were headed home that Friday, Carole just didn’t feel right. “I was a little short of breath; I was cold and feeling nauseous.” Because Carole had some past heart issues, Bill was quick to call their family doctor, where a nurse told them to drive straight to the ER.

“From then on, I was impressed,” said Carole. “They took a personal interest in

me and I felt like I was their top priority.” Looking around at the busy clean facility, bustling with patients, nurses and doctors alike, Carole realized they were making every patient feel that way. “I could hear it,” she said. “I knew every patient was their top priority.”

At one point early on, Carole offered her insurance information, but a caring nurse stopped her. “We’ll get to that later,” the nurse said. “Right now we want to make sure you’re ok.”

“Every doctor explained every procedure to me so that I knew exactly what was going on and they kept Bill informed as well. Nurses held my hand, talked to me and helped me maintain my dignity as they put me through a battery of tests.”

Carole was admitted for the night and a kind nurse tucked her in and made sure she had everything she needed. “My room was private, spacious and well laid out with a private bathroom,” said Carole. “The nurses would write their name on a board as they changed shifts so I always knew who would be taking care of me.”

Even though it was late when she got to her room, the nurses wanted to know if “I had eaten,” said Carole. The next morning Carole faced her final test and was told the doctors would read the results and let her know what they found. “Before I even left the testing room, I heard Dr. Newton say he wanted to see the results right away,” she said. Shortly after returning to her room, the doctor met with her and told her that everything checked out OK. Later, she met with Dr. Kittoe, who arranged for her discharge, which turned out to be a “painless, easy process.”

All in all, Carole and Bill cannot say enough positive about their experience at WCH. “We’ve had experiences with other medical facilities and we can’t tell you how impressed we were with Wooster,” said Bill. “I’ve owned businesses and I know that if management fails, the company fails. If management is doing it right, it goes all the way down the line. I can tell they’re doing it right at Wooster.”