



Real Case Stories of Nursing Liaisons Transporting Care

Carmen underwent a procedure at a major Boston hospital and needed help transitioning home. He contacted Nursing Liaisons and Beth R.N. was assigned to his case. Beth talked to him before the procedure, while he was in the hospital, and while driving him home. As a Registered Nurse Beth knew the importance of discharge instructions but also knew that it is an overwhelming time for patients. She reviewed the instructions with him on the way home, stopped at the pharmacy for his prescriptions brought him safely to his home. Carmen wrote to Nursing Liaisons

“Beth was great! Communications were excellent and she got me home safely. It was a pleasure chatting with her during the ride. Having a reliable and helpful person to assist takes so much stress out of the situation. Thanks again, for your assistance. You are running a great service that is truly helpful to people. I know that I will be contacting you again.”

Marie needed a colonoscopy. Hesitant to ask her busy friends and family, she knew she could take a taxi to the hospital but needed a ride home after receiving conscious sedation. Ellen, R.N. from Nursing Liaisons, met her at the endoscopy suite, reviewed the discharge instructions and safely brought her home. Ellen called later that day to make sure that Marie was ok. Marie’s comments following her Nursing Liaisons experience were

“Ellen was wonderful! This worked so well I will be telling my friends about this and will be calling again. Thank you so much for taking this worry away.”

Rodney is currently the primary care giver for his elderly mother. He needed a ride home after a colonoscopy that he had delayed for over a year not to upset the care giving for his mother. Unlike other services that he had checked out, Nursing Liaisons was able to meet his unique needs and not alarm his mother. Rodney said:

“ I wished I had known about this service sooner. It worked out great- my mother never knew that I had the procedure-nor was her care interrupted in the slightest. Thank you.”

Jean was getting married in an early November wedding. Her mother, Marie, had been in and out of the hospital for most of the past year. Marie had missed Jean's wedding shower and the excitement of participating in her daughter's wedding plans. Jean and Marie both desperately wanted for Marie to be there for the 'big day'. Jean contacted Nursing Liaisons in late September and we set the goal to make this happen. As the big day approached Marie was back in the hospital.

Shelley R.N. of Nursing Liaisons, performed hours of coordination which resulted in Diane R.N. going to the hospital. Diane worked with the hospital staff to get Marie fully dressed, hair done, and ready to go. The wedding day was a huge success and a meaningful time for mother and daughter. It would not have happened without the experienced R.N.'s of Nursing Liaisons.

"How can I thank you for my mother being able to come to my wedding and reception? Diane was wonderful - will never forget how Nursing Liaisons made this happen!"

John's father, Bernie, is living independently. John wants to help his father to maintain his independence but is concerned for the safety of his aging parent. Bernie is cognitively intact but has health issues. He is reluctant to accept any help as he fears losing his independence. Nursing Liaisons R.N.'s monitored Bernie's travel and met Bernie at his physician's office, allowing him to independently take public transportation (The Ride) to the appointment. Nursing Liaisons went with Bernie to his medical appointment and, with Bernie's permission, helped to discuss issues with the doctor that were important to Bernie's health but would have been difficult for Bernie to discuss on his own. Nursing Liaisons helped Bernie maintain his independence and coordinate his care, and are pleased to maintain a continuing relationship with this delightful, independent man.

Nursing Liaisons - Transporting Care for Outpatient Needs

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