

Submitter: Lisa Ha

On Behalf Of:

Committee: House Committee On Behavioral Health and Health Care

Measure: HB2697

My husband had an extended stay due to a car accident and during some times of day it would take a really long time for meals to get to him. Sometimes more than an hour to two which was really disappointing because he wasn't hungry all the time due to ask the pain meds so when he was hungry he really needed to eat in a timely manner. Also they would tell us in the phone that they had certain items but then they wouldn't get delivered with the meal.

There were also some hiccups around phlebotomy services, initially the port was put in a bad place (the elbow bend) of his only working arm where they were also taking BP readings. It took a couple days to get it moved due to those staff having a limited schedule.

I would like to see more supports for the support staff in our medical institutions so they feel valued and can deliver higher quality, more timely services to their patients. Thank you for your time and attention to this matter.