

We couldn't have said it better.



B'hashgachah pratis, I read an article titled, “Does Maimonides Need Saving?” only hours before I had to accompany my elderly mother to Maimonides for a delicate heart procedure. Of course, after reading it I was very nervous and expected the worst.

From the minute we arrived until the minute we left about seven hours later, every single person we dealt with was attentive and respectful, and we never had to wait for anything for more than five minutes.

The security guard who quickly provided a wheelchair for my mother.

The people who work in the admitting office.

The cardiologist, who sat with my sister and me at length both before and after the procedure, explaining everything and patiently answering our questions. She acted like she had only one patient that day: my mother.

The floor manager who informed us that only one of us, either my sister or me, could stay with my mother; but when we explained my mother’s special circumstances, she said, “Okay, you may both stay with her.” We felt like we were dealing with human beings, not faceless, mindless, and heartless codes and regulations.

After the procedure, one of the nurses inquired if my mother preferred a fish dinner or a turkey dinner, and then immediately brought it to her. When my mother requested a different drink, that too was promptly provided. In every possible way, the people working at Maimonides bent over backwards to make my mother safe and comfortable.

I know I’m only one person and this was only one experience, but from this experience I cannot understand what the problem allegedly is with Maimonides. We’ve been with my mother to other hospitals and waited HOURS for procedures (while she fasts!). We’ve been with my mother to other hospitals where we waited and waited just to be admitted. We’ve been with my mother to other hospitals where the rules are the rules and there is no humanity.

And please note, my mother has only Medicare and Medicaid for insurance, so Maimonides lost money on her.

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Letter that appeared in a prominent weekly newspaper, submitted by a real person, unsolicited. One of many such stories we hear every day from the **300,000+ patients who trust us with their care each year.**

