



RIVERSIDE

REGIONAL MEDICAL CENTER

copy

May 21, 1996

Mr. Eugene C. Linkous
PO Box 44
Urbanna, Va 23175

Dear Mr. Linkous:,

Your letter describing the care you received from Maureen Carling was a joy to read. She does have an excellent background in helping patients with pain problems. In addition to her direct care of patients, she has been a valuable member of our patient care team in teaching both nurses and young physicians the principles she has learned over the years.

I am happy that you are feeling so much better and will be certain that Ms. Carling is here to meet with you when you return for your surgery.

You can be certain that I will share your warm feelings with Ms. Carling. In addition, we have a program at Riverside that honors employees who have been singled out by patients for the sensitivity of their care. It is the Ambassador program and a copy of your letter will be filed with our Human Resources department. It is their responsibility to keep track of our Ambassadors. They are honored annually at a dinner.

Keep feeling good and enjoy that boat!

Sincerely,

Elizabeth Sheehan Casey

Elizabeth Sheehan Casey
Vice President for Nursing

*Thanks! Maureen
Elizabeth*

cc Gerald Brink
Deb Fuller
Maureen Carling
Human Resources

copy

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Eugene C. Linkous
P.O. Box 44
Urbanna, VA 23175
Phone: 804-758-0291

5/16/96

Mrs. Elizabeth Casey,
Vise President of Nursing
500 J. Clyde Morris Boulevard
Mewport News, VA 23601-1976

Dear Mrs. Casey

I want to bring to your attention a good experience I have had dealing with a member of your staff at Riverside Hospital Pain Management Department. That person is Maureen Carling but first let me illustrate how I came in contact with her.

For over seven years I have been battling chronic pain syndrome and during that time had tried to get help from the pain clinic at MCV and the Veterans hospital at Richmond. Both gave me almost no help and in some ways made matters worse. Because of the ever-increasing amount of drugs it was taking to control my pain my personal doctor was beginning to back away from me. It was apparent that his next step was to take me off of all medication and let me suffer.

It is hard to explain what the prospect of such action was having on myself. I would not say I was suicidal but I have to admit that thought was entering my mind more and more.

While at Riverside Hospital on another matter I heard about a nurse there who had specialized training in England caring for chronic pain patients. As a last ditch hope I ask her name and ask my doctor to get me an appointment with her. He telephoned Miss Carling and explained all my problems and asked her to see me and report to him how best to manage my pain.

At the beginning she made it clear it was not her job to treat me, she would work with me to first identify the different kinds of pain and the causes of each. Then made recommendation to my personal doctor as to what treatment would best help each kind of pain.

What she has done that has been so important is educate me about chronic pain. She has taught me not to be ashamed of my condition and the medication I have to take. That a person with chronic pain may become physically dependent on narcotics but in

most cases will not become mentally dependent like a street addict and one can be gotten off by cautiously shortening the dosage over period of time. She taught me what to lookout for, how to have better control of the drugs and not let them get out of control. The amount I now take is less than half that I was taking when we first met.

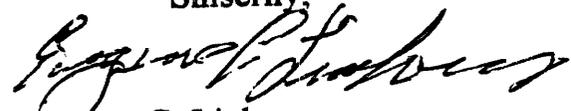
Before I had been having difficulty procuring my prescriptions from the veterans hospital at Salem VA. It had gotten so bad even my doctor had failed to convince them to not cut back the amount which sometimes was half the amount prescribed. I had called and written them with no change in their cooperation. I told Maureen about the problem I was having and she did not give up until she had cleared up the problem. That was about six months ago and I have never had anymore trouble getting my medication. She has always made herself available to help me with any problem I might be having with my medication.

I don't want to even think of where I would be had I not found Miss Carling when I did. When I met her I was almost a total shut-in. I now have bought a boat which I presently live on and trying to figure out how I can go South for the winter. I have lost over thirty pounds and work out at the wellness center every other day and presently writing a book about growing up in the mountains. Maureen has done what two other pain clinics and at least a dozen other doctors could not do, she has given me my life and self respect back to me.

I am to have abdominal surgery at Riverside Hospital either mid or late Summer and I have made it clear that Maureen be in charge of my pain management or I will be going else where.

I want to thank you, the hospital and anyone else responsible for starting a pain management department and making her director. Her knowledge and attitude of pain management is far superior to anyone I have to date known and please don't let some other hospital steal her away from you.

Sincerely,


Eugene C. Linkous

cc:

Maureen A. Carling

LTR PNLIN