

hi!

I'm Mike! I want to tell you about how the SASPCN turned a bad experience into a positive outcome and to share how much the kindness of others meant to me.



All about Mike...

Age: 60

Referring Doc: None

Current Doc: Dr. Roque

Residency: St. Albert

Primary Care Nurse: Kaylee

Patient Success Story

What led you to the SASPCN?

My family doctor recently retired but before I could find a new one, I ended up with an infection on my back that needed to be treated quickly. I tried a walk-in clinic and received an antibiotic but needed more support than that. I called Kingsridge Medical Clinic as I heard they were taking new patients. They understood the pain I was in and managed to quickly get me in with the on-call doc.

What happened next?

I arrived for my appointment to a full waiting room but friendly staff. I saw the doc on-call who provided the care I needed and more importantly I received follow up care from his team including Kaylee (primary care nurse). Kaylee saw me several times during the week to dress my infection.

What did you take away from your experience with the SASPCN staff?

First off, I was so impressed that the clinic got me in ASAP and I now have a new family doc. Secondly, the kindness that was shown to me will not be forgotten. Kaylee's care and compassion is what we should all try and show to others.

Any last words?

I am a retired police officer and I've seen my share of negativity and I've learned that we are sometimes quick to share our complaints but not our compliments. I wanted to share this story because the experience was so positive and made a difference in my day.

PCN primary care nurses work alongside physicians and other health care professionals to help patients manage their health by providing patient centered comprehensive and coordinated care, education, and support


ST. ALBERT AND STURGEON