Dear Editor

I find myself wondering if I am the only patient who fell through the cracks at the opening of the new hospital.

Peace Health should have never opened the hospital before having active and current patient files available. I would have been happy for the former IIMC to have stayed open to avoid the confusion and chaos I encountered.

My MRI results were nowhere to be found because Island Hospital in Anacortes had not been given the new fax number. With a statement something like: "Too bad you need services just now," I was assigned the task of finding my own MRI results and getting them to the right fax machine.

I got a call late in the day Friday that my results where there but no one to relate the results to me.

I went in Saturday morning expecting the usual open clinic that has been available all these years only to find out that the MRI results came with a hefty emergency room co-pay. (Was there some sort of public notice that Saturday urgent care clinic would no longer be available?)

As I see it, there is no referral service or patient care coordination and I find the level of indifference astounding.

The thing the hospital administrators and board members need to remember is that trust is not a given: it needs to be earned.

I do find some comfort in knowing that there is a friendly and professional hospital just a ferry

ride away.

Kent Gale
San Juan Island