



## **Testimonials 2024/25**

### **Caregivers**

- “She has Parkinson's and it's getting worse but with the CPs, she is better able to handle and manage her disease. Thank you for your help.”
- “Love the program. Excellent care of patient. Able to catch any issues before going to hospital. Less worry for caregiver. This is a great program. I hope it does not change!”
- “I felt they were great because they really connected to Dave and they were so great with their support. I feel outreach in rural areas is very important and am very grateful for the program. Always helpful and the interaction was important interacting with the patient. As part of Dave's care team, they were amazing. I feel it was an integral part of rural care. Amazing work - keep it up!”
- “Fantastic, much needed program. They always have gone above and beyond, even calling me with concerns. Provides a monthly checkpoint versus baseline. In a time when there have been so many cutbacks to healthcare resources, this program has been a blessing for my mother. Every paramedic has been kind, conscientious, and polite and in my opinion, have gone above and beyond. It has stabilized her health, reduced 911 calls and emergency room visits, and reduced stress for us as well as stress on the healthcare system. Her health and well-being is better because of this program. Thank you!”

## **Clients**

- “I am glad to have this service. It is a relief to not have to go to emergency with my COPD exacerbation.”
- “Such a good service to easily ask questions and have accurate information. Already had home care service but communication limited. Has helped diagnose bladder infection and update blood sugar levels. Fewer emerg visits for dizziness and feeling unwell. Staff of retirement home appreciates having the paramedic visit - a level above what they can do!”
- “I feel this service is a great benefit to the community and especially to the caregivers who are constantly fraught with decisions to make regarding health of their partner who may have serious health issues. It is good to know they are available after hours and on weekends when medical services are unavailable. They diminish the need for a 911 call but can also make an educated determination when 911 is necessary. It's a comfort to know they are there!”
- “This program saved my life when I was first enrolled. They collected a blood sample from me at home and got the results that day to my doctor. I feel more relaxed and secure knowing that I can call them if I have any problems. They have shown me how to adjust my blood pressure monitor. Given me advice on applying for long term care and advised me on what a PSW can do. They have helped me to contact Home Care Services and given advice on applying for long-term care. They have explained when I need to be concerned when my blood pressure is too high or too low. I have not had to use 911 since I've been enrolled in the program.”
- “This program kept me grounded. Made sure I had the numbers of the mental health clinic, etc. I had found out the day I was released from the hospital I didn't qualify for any services. I was so relieved that this program was still there for me. I think I was more in shock that I was still here and that the people I thought didn't love me do in fact very much. The wonderful men and women of the program help to reinforce this. I don't believe I would have used the 911 for myself but now I know I have the number for CP program and know I can call when I need. I believe just knowing that there is the CP program there that many days just looking at the magnet on the fridge helps. I know it sounds weird, but I feel CP has my back and I never had this help/feeling before and that makes a lot of difference in my life. Thank you very much for all the people involved in the CP program. You have made a difference in my life.”

### **Healthcare Providers**

- “As an Emergency Nurse, I have noticed a sharp decline in patients who had previously had frequent visits to the department following the implementation of this program. It became obvious within weeks of the roll out that it was a much-needed service to our community and has benefited many at risk patients. It is my hope that this program will be both continued and expanded to further assist the ever-growing community of Northumberland County.”
  
- “The Community Paramedicine Program is such an appropriate service for the rural communities of Northumberland County. The excellent care provided by the paramedics is so essential for older adults and vulnerable residents and helps to keep people safe in their homes and reduce emergency room visits. But more than that, the paramedics are thoughtful and so many patients have remarked on their kindness and compassion. Now I can’t imagine being a primary care provider without the Northumberland CPs!”