

Tzu Chi Volunteers with Hearty Support for Medical Staff to Count On

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“Doctors, White coat Angels, it’s past one o’clock in the afternoon and there are still patients waiting to be examined. You must be hungry? Before you continue working, try some homemade pan-fried dumpling buns we made while they are still warm!” “Oh, White coat Angel, you are so kind and treat the elders so nicely. What a compassionate heart!” These are typical praises and scenes you encounter at the Taipei Tzu Chi Hospital Outpatient Clinic Department. The Tzu Chi volunteers are cheerful and encourage us when we feel exhausted and frustrated or down. They motivate us to stay committed to our work. Many times, we were too busy to remember their names or to properly show our appreciation, but we are grateful for their support. Last year, when a well-loved volunteer was hospitalized for terminal cancer, many of the younger nurses who had received the caring attention from that volunteer sister, came to visit her in the hospital. When the news of her passing was heard, all were sobbing at the outpatient clinic. Some junior nurse who was off work even attended her memorial service to express her gratitude. This connection was deeper than any typical relationship between a hospital volunteer and the medical staff.

“Volunteers” has been one of the most impressive features of Tzu Chi Hospitals. Tzu Chi commissioners view the Tzu Chi Hospitals as their home and would take turns to go “home” to help. In Taipei Tzu Chi Hospital, this effort started from the hospital construction fundraising event until now, and it has never stopped. When you walk into the lobby of the hospital, you can see the friendly and smiley volunteers. Master Cheng Yen describes

the Tzu Chi medical volunteers as “Hospital’s Software Support Body”. Every corner of the hospital is filled with their presence and serves as the warm and strong backup to the medical staff. The Outpatient Clinic services about four thousands patients a day. Volunteers guide the visitors through the process of registration, check-in, and help prepare to measure height, weight and blood pressure. The visitors rely on the volunteers for direction on where to go, how to pay and fill prescribed medication, etc. Volunteers also serve tea and snacks for those who may be frustrated due to pain or the long wait time. They listen to the visitors’ concerns, provide their care and comfort. They are an indispensable member of the outpatient team.

In addition, Tzu Chi volunteers treat every hospital staff as their own children. Every department at the Tzu Chi Hospital has a Tzu Cheng Dad and Yi De Mom (also known as Tzu Chi Moms and Dads), including the outpatient department. On Tzu Yi Day of the month, Tzu Chi Moms and Dads wake up early to prepare a delicious and nutritious vegetarian breakfast for us. Warmth radiate through our body and our hearts when we held the breakfast in our hands. During the morning meeting of the Tzu Yi Day, Tzu Chi



Taipei Tzu Chi outpatient clinic nurses show appreciation and gratitude to Tzu Chi medical volunteers, and to all the patients and their family members.



Tzu Chi volunteer Moms pay a visit to a nurse's family member during hospitalization.

Moms and Dads will share Tzu Chi news including what the rest of the Tzu Chi members in the world have contributed to Taiwan. They explain the history and intent behind the Lunar Year-End Blessing Prayer Service, Bathing Buddha Ceremony, Fortune Day, Dharma Fragrance, Tzu Chi Monthly Publication and other activities. They also hold large parties one or two times a year for us. Tzu Chi Moms and Dads, like magicians, whipped out ten to twenty beautiful, delicious meals along with nutritious soup, dessert and fruit. It could surpass the royal feast. Even those who were not vegetarians enjoy the food and ask coworkers to save them a plate when they cannot get away from their outpatient work.

Taipei Tzu Chi Outpatient clinic is one big family. There are about one hundred staff members working there and thus every part of life, including life, death, joy, anger, sadness and other unpredictable events are all shared amongst the staff members. Tzu Chi Moms and Dads always open their arms and hearts for hugs and comfort. For those staff struggling with family or personal issues, they listen with passion and guide with Dharma Master Cheng Yen's principles to get them through the tough times. If there are staff family member who is hospitalized, everyone will pay them a visit regardless if they stay at the Tzu Chi Hospital or at another medical facility. A coworker's dad, who was staying at another hospital's respiratory room, was delighted to see Tzu Chi Dads and Moms when they paid him and his family a visit. He even managed a thumbs-up gesture with his limited hand mobility. One time, our colleague's family member passed away,

Tzu Chi Dads and Moms attended the memorial services as if they were part of their own. The solemn and genuine gesture touched the grieving family members.

All the medical staff holds a great gratitude for the things that the Tzu Chi Moms and Dads do, and we vow do our job well to reciprocate the love we receive from the Tzu Chi Moms and Dads.

I seemed to remember the reason to build the Taipei Tzu Chi Hospital, aside from helping with the local and suburb residents of the northern area, was to provide care for the greater Taipei's Tzu Chi people. Dharma Master Cheng Yen is concerned for those older volunteers who were part of Tzu Chi from the early years and now may need more medical attention. When you arrive at the Tzu Chi Hospital in Taipei you see quite a bit of the Tzu Chi people from all over Taiwan, ranging from Yilan through Hsinchu, who return for some "maintenance" care. Our outpatient staff treat these patients with the utmost respect as if they were their own elders. At the same time, this older generation of Tzu Chi volunteers continues to give us the loving care and guidance to help us grow. At the Tzu Chi Hospital Outpatient Clinic, this beautiful cycle of love and care will continue to take place.



During the Tzu Chi Hospital fundraiser for disaster victims, volunteer Moms and Dads wholeheartedly join the effort.

Tzu Chi Hospital, Indonesia



On Nov. 11, 2018, the Tzu Chi Hospital, Indonesia held the roof-sealing ceremony.

The hospital site is located next to Jing Si Hall, Jakarta. It covers an area of 2.6 hectares and was planned by Tzu Chi Indonesia started in 2013 and was groundbreaking on May 31, 2015. During construction, TIMA Indonesia held free clinics for workers.

Looking forward to the future, Tzu Chi Hospital, Indonesia will be the first general hospital with marrow stem cells transplant wards in Indonesia and fulfill the mission of "Saving Lives, Safeguarding Health, and Upholding the spirit of Love".