



Taichung

Behind the English Thank-You Note

June 23, 2022

A written letter in English was sent to the social service office through the customer feedback system, which said: "We highly recommend Tzu Chi Taichung to everyone, especially people from other countries." This attracted the attention of colleagues. What kind of medical service prompted this foreigner to recommend Taichung Tzu Chi Hospital to other

foreign friends? After some searching, we discovered that the answer is that the medical team is so accomplished and shows warmth to our foreign friends in Taiwan who come for medical treatment!

40-year-old Kate Nicholson is from New Zealand and she and her husband have lived in Taichung for more than ten years. Due to congenital stenosis of the right ureter pelvic junction, she often needs to go to and from the hospital to deal with pain and infection problems. In April of this year (2022), a severe infection occurred. The couple went to Taichung Tzu Chi Hospital for her medical



Kate (right) affirmed the professionalism of the medical staff at Taichung Tzu Chi Hospital.

treatment. Urologist Tsai Thung-Hsun performed percutaneous renal drainage, and her problems were relieved.

Kate had been treated in other hospitals but did not receive appropriate care. Dr. Tsai Thung-Hsun diagnosed the disease based on examination results. He spent a lot of time communicating with Kate, explaining the treatment methods and their advantages and disadvantages, and patiently listening to her thoughts and considerations. Kate accepted the doctor's advice and decided to agree to the removal of her right kidney. Dr. Tsai Thung-Hsun pointed out that Kate's right kidney has no ability for urination and detoxification, and short-term treatment would not benefit her. Only by removing the non-functioning kidney could she

solve her fundamental problem.

Kate's surgery to remove the right kidney was successful. But the postoperative recovery was full of twists and turns.

While the pain from Kate's incision was still not relieved, she developed intestinal colic, her stomach hurt so badly that she couldn't eat, and her sleep was greatly affected. The sudden change in her body made her scared. The medical team urgently arranged a computed tomography scan of the abdomen. Colorectal doctor Fang Jiawei carefully explained the causes of her discomfort, to relieve the concerns of Kate and her husband. After experiencing the professionalism of Tzu Chi Hospital's physicians and nurses, Kate relaxed:

顧客姓名	Kate	顧客電話	無	居住地區	大陸
				資料來源	訪談稿
意見內容					
<p>2007-2 This was the best hospital experience we've had in Taiwan. Impressed with the speed,efficiency professionalism,and empathy of all the nures and staff. We will highly recommend Tzu Chi Taichung to everyone,especially other foreigners. Special thanks to Dr. Tsai,Dr. Feng,my gasgro doctor,and Chen Peixin. (社註：讚美對象多位，故分次上單。)</p>					

This was the best hospital experience we've had in Taiwan. Impressed with the speed, efficiency, professionalism, and empathy of all the nurses and staff. We will highly recommend Tzu Chi Taichung to everyone, especially other foreigners. Special thanks to Dr. Tsai, Dr. Feng, my gastro doctor, and Chen Peixin.

“Thank you for explaining so clearly and reassuringly.”

“Here, this essential oil is for you. You can ask your husband to massage your stomach and soles of your feet. It can help to move your intestines faster.” Nurse Practitioner Chen Pei-Hsin knew Kate’s condition and often came to the ward to care for her. At the same time, she also shared her experience in acupuncture and traditional Chinese medicine. Kate was familiar with many Chinese medicine treatments in Taiwan, so she plucked up the courage to try it. Kate said, “Although I am a little nervous, I want to try it out.” NP Chen Pei-Hsin then helped Kate consult Chinese medicine.

Feng Chi-Hsin, a Chinese medicine doctor, understood Kate’s anxiety but

was eager to assist her to get back her health. He saw her hands clenched tightly and shaking. Dr. Feng slowed down the insertion speed to reduce the nervousness. This was the first time



Dr. Tsai Tsung-Hsun, Department of Urology, solved Kate's many years of illness.



Nurse Practitioner Chen Pei-Hsin (right) accompanied Kate (left) all the way to discharge

for Kate to see Chinese medicine and acupuncture, and after improvements, she also tried laser acupuncture. Dr. Feng Jixin prescribed Chinese medicine for Kate. Kate took Chinese medicine for the first time and said: “Although Chinese medicine is a little bit bitter, but I think it is not bad.” Dr. Feng said: “The prescription includes Huang Lian, which is antibacterial, and can help gastrointestinal motility, eliminate evil spirits, and, if the characteristics of traditional Chinese medicine are right, it will have a sweet taste.” Dr. Feng’s words surprised Kate, and she happily said that she would see Dr. Feng for migraines after her condition recovered.

Kate’s condition gradually improved



During Kate's hospitalization, Feng Chi-Hsin, a physician from the Department of Traditional Chinese Medicine, gave Kate a taste of Chinese medicine therapy.



During Kate's hospitalization, Fang Chia-Wei, colorectal surgeon, explained the causes of complications in detail.

and she began eating again. But she suffered from diarrhea again and dared not eat anymore. NP Chen Pei-Hsin suspected that the “pseudomembranous enteritis” might be caused by taking the antibiotics for too long, so she decided to conduct a stool test. She told Kate: “If the test result comes out, we will notify you immediately, and we will provide you the peripheral intravenous nutrition injections for your supplement nutrition.” Kate Jokingly responded: “Then my weight loss plan will fail again.” Sure enough, the stool test showed pseudomembranous enteritis. It gradually improved after the medication was adjusted.

Kate was hospitalized for two weeks due to postoperative complications. She commented on Taichung Tzu Chi Hospital as “professional and warm.” On the day of discharge, Kate and her husband brought Starbucks snacks to the nurses in the ward, and wrote a card to thank the nursing team of Ward 10A for their caring attention during her hospitalization.

Sharing her gratitude, Kate filled out the customer feedback system, praised the doctors and nursing team, and even expressed her recognition. She was especially grateful to NP Chen for always helping her, encouraging her, being more like a family member to her, and the nurse on night shift accompanying

her through the difficult nights at early time. Kate further stated that she and her husband are vegetarians, and she is also a freelance art creator. She likes the vegetarian meals provided by the hospital, the Chinese-style buildings and colors, wooden floors and decorations, and the beautiful medical environment. These made her feel comfortable and warm. She feels that the staff at Taichung Tzu Chi Hospital are very warm and caring for patients.

After Kate was discharged from the hospital, Chen Pei-Hsin continued to care about Kate. Kate shared photos of outings and sports, and said happily: “When I recover, I will open classes and invite everyone to play with painting and hand kiln casting.” NP Chen said, “I believe that as long as we sincerely treat patients, they will definitely feel it!”



Lin Tzu-Chun, deputy head nurse of Ward 10A, was holding a thank you letter from Kate.