

From: [PHELPSHR](#)
To: [PMHC EMail Community](#)
Subject: Patient Experience Week
Date: Wednesday, April 29, 2020 6:40:12 PM

Sent on behalf of Phyllis Vonderheide and the Patient Experience Team

Dear Colleagues,

It is our pleasure to celebrate you – the creators of the patient experience!

As we celebrate Patient Experience Week (although, we believe you make every week Patient Experience Week) we especially want to acknowledge and celebrate the strength and perseverance of each of you. These unprecedented circumstances have presented challenges beyond comprehension and you have risen to each with excellence and grace. So let's pause, reflect and express our gratitude.

We hope you have time to visit one or both areas that have been set up for you:

The first is the "Relaxation Room" located on the C-Level in the West Wing. It is a space for quiet reflection and relaxation. Light snacks and drinks are available. It is open 24/7 with the exception of 11PM to midnight for cleaning.

You may have noticed a tent set up outside the Main Entrance toward Rte. 9 – this is the "tranquility tent" which allows sunlight and fresh air. There are activities available to "rest your mind" and hopefully help you feel a bit more tranquil. Of course snacks and drinks also available. The available activities in this area are continually evolving and next week we will be receiving materials from Northwell to expand events offered. On Thursday and Friday, April 30 and May 1, this tent will be "open" from 10am to 4PM. Stay tuned for times and new activities in the coming weeks.

So thank you for truly exemplifying the patient and family experience. You are and always will be made for bringing our Culture of C.A.R.E. to life.