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Special Touches Exceeding Expectations at HCA Affiliated Conroe Regional Medical Center

Conroe, Texas, August 11, 2009—HCA affiliated Conroe Regional Medical Center (CRMC) is making strides toward increasing patient satisfaction. CRMC has undergone renovations to ensure that patient quality is at its highest. Renovations include free wireless internet offered to all patients and guests throughout the hospital; a new kid-friendly pediatric unit; and a sign that does more than welcome the community.

“With our wireless internet up and running we can offer our patients more than the ability to check their email,” explains Jerry Nash, CEO at CRMC. “Just this past weekend, we were able to give a cancer patient the opportunity to see his son graduate from college. Our IT department provided him with a laptop that was synced up to an online live feed of the graduation. Without this technology available to our patients, he would have missed a once-in-a-lifetime opportunity.”

Patients too young to use the internet are also given special attention. CRMC has enhanced their pediatric unit with kid-friendly innovations. Bright tiles replace the standard flooring and murals throughout the unit create a cheerful environment.

“A child is a special patient. When they are being transported through the halls of our hospital we want them to feel safe and comfortable” says Dr. Tamm, Pediatric Hospitalist of Conroe. “The murals and bright colors help calm the children down and make them forget that they are in a hospital.”

When patients arrive at CRMC they are now greeted by a striking new entrance sign that replaced an older, partially obscured marquee. The new signage is now more visible from Loop 336 helping the community locate CRMC when seconds count.

More improvements are planned over the coming months, each with the goal of improving the patients stay at CRMC. “We are working to provide our patients with the best care possible,” says Jerry Nash. “Our new emergency department waiting room opening this month will be the next step in improving patient care.”

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About Conroe Regional Medical Center

Conroe Regional Medical Center is a 322-bed tertiary acute care hospital that has been serving the community for more than 70 years. It provides a 24-hour emergency care center, Level III neonatal intensive care, critical care and cardiac care services recognized as one of the top ten programs in Texas by HealthGrades™. The hospital also has a recognized cancer center, women's services, physical therapy, radiology, hyperbaric medicine diagnostic/imaging services and wound care facilities. For more information on Conroe Regional's programs and services call 936-539-1111 or go to www.conroeregional.com

About HCA Gulf Coast Division

HCA Gulf Coast Division is a comprehensive network of hospitals, outpatient surgery centers, emergency centers, cancer centers and diagnostic imaging facilities. It offers a complete continuum of specialized health programs and services that meet the needs of Greater Houston and South Texas residents and businesses. HCA affiliated facilities in the Gulf Coast Division include 12 hospitals, 6 ambulatory surgery centers, 4 free standing emergency centers, 5 imaging centers, 5 cancer care programs and a Regional Transfer Center. The Regional Transfer Center provides ground and air patient transportation to and from any HCA Houston Affiliated Hospital and any other healthcare facilities.

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