August 2013
Ambassador Newsletter

The Cullman Institute Update

The wheelchairs arrived on Monday, August 26th! One hundred (100) of them were purchased by the Hospital and The Cullman Institute! For those of you who were unable to attend the ribbon cutting—we missed you. It was a festive occasion and a good day for Mount Sinai patients and families. The Ambassadors, Security Officers, and Transporters have been smiling all week—so happy that Mount Sinai’s first impression has been dramatically improved. Ambassador Ken Rose noted that it felt very good when he escorted a family to GP2 with the patient in a wheelchair—they asked if the wheelchair could stay with them he was able to say “of course you can keep the wheelchair with you.” Jason Bradley, Director of Transportation, and his staff have developed a method of tracking the wheelchairs on a daily basis. The silver wheelchairs (50) are designated for the Mount Sinai entrances, mainly Madison and Fifth Avenues. The Emergency Room has red wheelchairs and pink ones have been designated for Klingenstein Pavilion. Thank you for your patience with the wheelchair shortage and your never-ending kindness to patients, families and visitors.

A big thank you to the student Ambassadors who served this summer, as well as the adult Ambassadors who stayed in town and served as mentors. The Cullman Institute received two compliments last week. One was from a Department Administrator in Occupational Health who called to thank the Ambassador (Yvonne Ghaw) who escorted a delegation of visitors to their conference room. The second was a patient and her daughter whom Ambassador Agnes Owusu-Manu escorted to Nuclear Medicine. Agnes had already left and they wanted to thank her. They said when Agnes said “let me take you there” they were very surprised. The patient said “it was more than we expected.”

Happy New Year to all!

Ambassador Maria Montano put her own twist on the Ambassador May I Help You Button. Maria is starting her senior year at Immaculate Conception High School in New Jersey. This was her second summer as an Ambassador and she has recorded over 350 hours of service. You can see the original collage on the Ambassador Bulletin Board. Thank you Maria!
Save the Date!

The next Ambassador Educational Lunch will be held on Wednesday, September 25th at 12 noon. Please sign the RSVP sheet by the sign-in book. For new Ambassadors, the educational lunches are an opportunity for you to receive medical updates and meet Mount Sinai physicians, as well as an opportunity for the Cullman Institute to thank you for your service.

Dr. Stelian Serban will be faculty for the September 25th luncheon. Dr. Serban is an Assistant Professor of Anesthesia and Director of the Acute and Chronic Inpatient Pain Service at Mount Sinai. He will give an update on pain management as well as the Mount Sinai Pain Service. Dr. Serban received the 2013 Physician of the Year Award from the Department of Nursing.