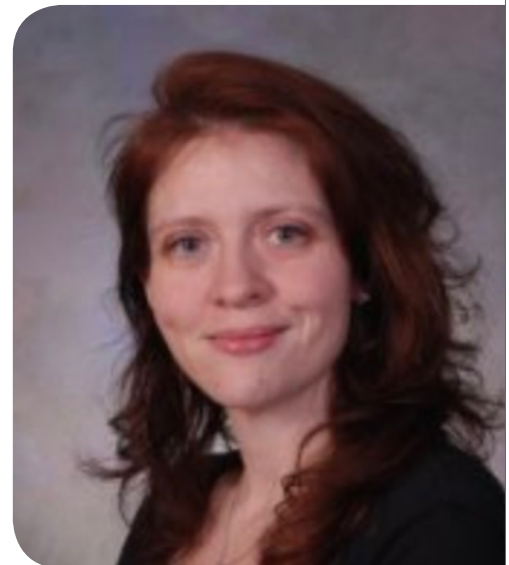




## Angela Miller is #GeisingerGrateful

Angela Miller knows Geisinger. As the project manager for the Division of Medicine and now as the system patient liaison, Angie has seen and heard just about every patient story you could think of. But the story that has come to mean the most to her personally is, of course, her own.

In 2006, Angie had gastric bypass surgery. It was very successful, resulting in substantial weight loss. In the years after her bypass, however, Angie became more bothered by the excess skin left after the extra weight was gone. In late fall of 2017, she consulted with Joseph DeSantis, MD, about additional skin-removal surgery. “He was wonderful!” Angie says. “He answered all my questions. And what I really appreciated was that he was straightforward with me about what results I could expect.” Feeling good about things, Angie had her surgery scheduled for December.



“That day though, I was nervous, as anyone would be going into surgery. I had a lot of questions, but the whole team took their time answering all of them,” Angie recalls. The pre-op nurse, Abby Stiles, turned out to be the same nurse who had assisted Angie for another surgery in 2013 — “And she remembered me!” Angie says. The nurse anesthetist, Tim Rucker, also came in to speak with Angie. “That made me feel better since he took time to go over everything,” Angie said. Soon she was waking up in the recovery room.

Recovering at home, Angie was sore but healing. She was soon feeling well enough to go back to work, knowing that “Dr. DeSantis and his team were always there for me.” Angie knows she could have gone anywhere for her surgery. Skin removal is not typically covered by insurance, so paying out-of-pocket meant she could choose any surgeon, any team, any hospital. “I wanted Geisinger because of our reputation here, and because I wanted to keep my care at home.” Angie says she truly appreciated that the whole experience had a personal approach to it — everyone “thought of my feelings.”

“I am Geisinger Grateful because the standout staff took the time to treat me like a person, not just another patient.”