

“Having a familiar face who you can rely on really makes a big difference.”



For **Debra Furtado, RN**, delivering high-quality care means lots of talking ... to her patients, to their families. All day every day.

Debra's role is unique to Southcoast's cardiac and thoracic surgery program. Her job focuses on communication with patients and their families. At Southcoast, it's a vital part of delivering quality care.

Richard Arruda, family member:

“Going through a major surgery is a scary thing. It meant all the difference in the world to have Deb. She was constantly there. Communication makes such a big difference. It made our experience so much better.”

Debra Furtado:

“I meet with patients and their families before surgery so they know just what to expect. And then on the day of surgery I communicate with families throughout the procedure so they know just what is happening.

“I'm there to provide support and education during their hospital stay and I even call after they go home. One of the first things I do is give them my card and they know they can call with any questions — any time.”

**Heart services at Southcoast.
High quality care. Highly satisfied patients.**



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