03
Cover Story
UF Health Jacksonville is ranked in the top 5 percent of hospitals.

04
Thumbs Up for Chris
UF Health TraumaOne heals a teen with a traumatic brain injury.

07
Same-Day Assessments
UF Health Jacksonville offers fast answers to mother-daughter duo.
LETTER FROM THE CEO

02

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

The gala has raised more than $1 million over a decade.

The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.

What is a Hero?

UF Health Jacksonville is proud to be home to Northeast Florida and Southeast Georgia’s only Level I adult and pediatric trauma center. It’s a big part of what positions our organization to become the region’s most valued health care asset.

Providers at UF Health TraumaOne serve more than 4,000 patients from 30 counties each year. These heroes save lives every day. But what is a hero?

Trauma care is so much more than simply fixing the broken man. It is comforting a patient’s family through a trying time. It is going the extra mile to ensure a patient stays on track in rehabilitation despite extensive follow-up appointments. It is, thankfully, revisiting the emotional connections forged in a person’s darkest hour when that patient walks back through our doors and smiles to greet those heroes who saved their life.

Last month, we welcomed one of those patients at the 12th annual “A Night for Heroes Gala,” honoring those heroes who saved their life. The gala has raised more than $1 million over a decade.
Pam Hemmens sent her son, Chris, to his part-time job coaching youth sports with the family’s signature goodbyes on the morning of July 23, 2017. “Don’t eat Tide Pods,” she said, with a winking acknowledgement that the reminder was unnecessary.

Pam and her husband of 23 years, Geoff, are raising their three kids to be smart, confident young people. Nolan excels as a ninth-grader in Bartram Trail High School’s junior varsity cross country team. Sarah is in her second year at the Wilkes Honors College of Florida Atlantic University. Chris, the middle child, is a sports fan who is naturally drawn to math and science. He studies architectural drafting in Bartram Trail’s design academy.

For every step along Chris’ journey to recover, there was a range of possible outcomes. Pam had been told to prepare for lifelong, in-home care. But there was also the slim possibility Chris could walk again.

Pam accompanied her son in the ambulance. When they arrived, Chris was whisked away and Pam was soon meeting with UF Health TraumaOne. Pam accompanied her son in the ambulance. When they arrived, Chris was whisked away and Pam was soon meeting with Gazanfar Rahmathulla, MD, medical director of neurosurgery trauma at UF Health Jacksonville.

Incredibly, Pam learned, Chris had no broken bones and required no surgery. But the news wasn’t exactly good. The brain’s neurons are connected by tiny axons, like a vast array of microchips in a computer. This circuit is the network through which information travels in the brain. But the news wasn’t exactly good. The brain’s neurons are connected by tiny axons, like a vast array of microchips in a computer. This circuit is the network through which information travels in the brain. When the roof of Chris’ Jeep caved in, the force caused a diffuse axonal injury. “This is when axons, which normally jump across are not jumping across. All the signals are stopped or disrupted,” said Rahmathulla.

Chris was in a coma.

Within five days, Chris received more than 200 messages of encouragement. Through the group, Nolan and Sarah organized a prayer circle at a neighborhood park. More than 300 people showed up.

THUMBS UP FOR CHRIS

“Nobody gets up in the morning and says they’re going to fall off the roof or get in a severe crash,” said Andrew Kerwin, MD, division chief of acute care surgery at UF Health Jacksonville. “It happens to people in everyday life. And when it happens, it’s scary.”

To work through that fear, Pam created a Facebook group as an outlet for her thoughts and feelings. The group, #ThumbsUp4Chris, became a place where family and friends could express their support.

Within five days, Chris received more than 200 messages of encouragement. Through the group, Nolan and Sarah organized a prayer circle at a neighborhood park. More than 300 people showed up.

DEDICATED TO TRAUMA

Chris spent 21 days in the pediatric ICU at UF Health Jacksonville, under the care of a dedicated team of trauma care providers that is unmatched in Northeast Florida or Southeast Georgia.

“Our hospital is unique because we have so many people dedicated to trauma,” Kerwin said. “All of the staff from the first floor to the eighth floor of the hospital are dedicated to trauma.”

With a diffuse axonal injury, the goal of hospital care is to quickly get the patient well enough for rehabilitation. In rehab, the aim is hard work each day to regain a relatively normal life. There are no days off. It was in this environment that Chris began to ask questions.

The last thing he remembered was going to see a movie with friends the night before his accident. Now he was relearning how to brush his teeth. One morning, Chris looked up and asked what happened.

“Chris... accident... severe brain injury.”

The story hadn’t changed.

For every step along Chris’ journey to point, there was a range of possible outcomes. Pam had been told to prepare for lifelong, in-home care. But there was also the slim possibility Chris could walk out of this, back to his normal self.

THUMBS UP FOR CHRIS

“Nobody gets up in the morning and says they’re going to fall off the roof or get in a severe crash,” said Andrew Kerwin, MD, division chief of acute care surgery at UF Health Jacksonville. “It happens to people in everyday life. And when it happens, it’s scary.”

To work through that fear, Pam created a Facebook group as an outlet for her thoughts and feelings. The group, #ThumbsUp4Chris, became a place where family and friends could express their support.

Within five days, Chris received more than 200 messages of encouragement. Through the group, Nolan and Sarah organized a prayer circle at a neighborhood park. More than 300 people showed up.

DEDICATED TO TRAUMA

Chris spent 21 days in the pediatric ICU at UF Health Jacksonville, under the care of a dedicated team of trauma care providers that is unmatched in Northeast Florida or Southeast Georgia.

“Our hospital is unique because we have so many people dedicated to trauma,” Kerwin said. “All of the staff from the first floor to the eighth floor of the hospital are dedicated to trauma.”

With a diffuse axonal injury, the goal of hospital care is to quickly get the patient well enough for rehabilitation. In rehab, the aim is hard work each day to regain a relatively normal life. There are no days off. It was in this environment that Chris began to ask questions.

The last thing he remembered was going to see a movie with friends the night before his accident. Now he was relearning how to brush his teeth. One morning, Chris looked up and asked what happened.

“Chris... accident... severe brain injury.”

The story hadn’t changed.

For every step along Chris’ journey to point, there was a range of possible outcomes. Pam had been told to prepare for lifelong, in-home care. But there was also the slim possibility Chris could walk out of this, back to his normal self.

THUMBS UP FOR CHRIS

“Nobody gets up in the morning and says they’re going to fall off the roof or get in a severe crash,” said Andrew Kerwin, MD, division chief of acute care surgery at UF Health Jacksonville. “It happens to people in everyday life. And when it happens, it’s scary.”

To work through that fear, Pam created a Facebook group as an outlet for her thoughts and feelings. The group, #ThumbsUp4Chris, became a place where family and friends could express their support.

Within five days, Chris received more than 200 messages of encouragement. Through the group, Nolan and Sarah organized a prayer circle at a neighborhood park. More than 300 people showed up.

DEDICATED TO TRAUMA

Chris spent 21 days in the pediatric ICU at UF Health Jacksonville, under the care of a dedicated team of trauma care providers that is unmatched in Northeast Florida or Southeast Georgia.

“Our hospital is unique because we have so many people dedicated to trauma,” Kerwin said. “All of the staff from the first floor to the eighth floor of the hospital are dedicated to trauma.”

With a diffuse axonal injury, the goal of hospital care is to quickly get the patient well enough for rehabilitation. In rehab, the aim is hard work each day to regain a relatively normal life. There are no days off. It was in this environment that Chris began to ask questions.

The last thing he remembered was going to see a movie with friends the night before his accident. Now he was relearning how to brush his teeth. One morning, Chris looked up and asked what happened.

“Chris... accident... severe brain injury.”

The story hadn’t changed.

For every step along Chris’ journey to point, there was a range of possible outcomes. Pam had been told to prepare for lifelong, in-home care. But there was also the slim possibility Chris could walk out of this, back to his normal self.

THUMBS UP FOR CHRIS

“Nobody gets up in the morning and says they’re going to fall off the roof or get in a severe crash,” said Andrew Kerwin, MD, division chief of acute care surgery at UF Health Jacksonville. “It happens to people in everyday life. And when it happens, it’s scary.”

To work through that fear, Pam created a Facebook group as an outlet for her thoughts and feelings. The group, #ThumbsUp4Chris, became a place where family and friends could express their support.

Within five days, Chris received more than 200 messages of encouragement. Through the group, Nolan and Sarah organized a prayer circle at a neighborhood park. More than 300 people showed up.

DEDICATED TO TRAUMA

Chris spent 21 days in the pediatric ICU at UF Health Jacksonville, under the care of a dedicated team of trauma care providers that is unmatched in Northeast Florida or Southeast Georgia.

“Our hospital is unique because we have so many people dedicated to trauma,” Kerwin said. “All of the staff from the first floor to the eighth floor of the hospital are dedicated to trauma.”

With a diffuse axonal injury, the goal of hospital care is to quickly get the patient well enough for rehabilitation. In rehab, the aim is hard work each day to regain a relatively normal life. There are no days off. It was in this environment that Chris began to ask questions.

The last thing he remembered was going to see a movie with friends the night before his accident. Now he was relearning how to brush his teeth. One morning, Chris looked up and asked what happened.

“Chris... accident... severe brain injury.”

The story hadn’t changed.

For every step along Chris’ journey to point, there was a range of possible outcomes. Pam had been told to prepare for lifelong, in-home care. But there was also the slim possibility Chris could walk out of this, back to his normal self.
"It is very difficult to predict," Rahmathulla explained. "We don’t want to make the patient’s family lose hope, but neither do we want to provide them with a false sense of an outcome which is unexpected.”

Chris’ recovery was certainly unexpected. Not wanting to interrupt his incredible progress in rehab, UF Health providers made every effort to streamline his follow-up visits.

"Complex trauma patients often have to come back and see many specialists and also have to get imaging or further testing," said Brian Yorkgitis, DO. "It really takes away from their therapy and so we really try hard to focus on getting them back into rehab.”

Yorkgitis arranged for Chris to come back to the hospital for multiple appointments in one visit. Chris needed to have his feeding tube removed — one step closer to getting that sweet, smoky barbecue. He also needed a repeat CT scan and to see several specialists.

“This doctor from UF Health is calling me on my cell phone because he heard Chris needed to have certain things done that we couldn’t do because we couldn’t take away from his therapy,” Pam said. “He said ‘Can you come in today? We can get the feeding tube out, do the CT scan, and we can do the neuro analysis.’”

Yorkgitis met Chris and Pam in the parking lot, navigated them through the hospital for several appointments, removed the feeding tube right in the radiology office and walked them back out to their car. The visit took a half hour.

“It was absolutely amazing to have a doctor do that,” Pam said. “Amazing.”

THUMBS UP FROM CHRIS

Soon it would be Chris’ turn to amaze his mom, as well as his doctors. On Sept. 15, just 54 days after the accident, Chris walked out of Brooks Rehabilitation with a double thumbs-up and that same smile.

He completed his first semester of the 11th grade from home and returned to school the following January. This May, Chris will graduate on time. He has been accepted to the University of North Florida, where he can pursue a college degree while staying close to home.

This May, Chris will graduate on time. He has been accepted to the University of North Florida, where he can pursue a college degree while staying close to home.

"I can honestly say waiting for the results in between tests brought me more anxiety and stress than the actual moment I was diagnosed with breast cancer," Ellen said.

Ellen works for UF Health Jacksonville and knew about the hospital’s same-day breast assessment service. She called and made an appointment for the same week. Ashley was able to see multiple specialists within that same day.

"I would really like more of the public to know this is a viable option," Ashley said. “I would have endured unnecessary stress and anxiety wondering about my lump if it was not for the assessment.”

Same-day breast assessments are available at UF Health Jacksonville and UF Health North. For more information or to make an appointment, visit UFHealthjax.org/breast, or call 904.244.4387.

Ellen Durand fought Stage 3 breast cancer in her 30s. She endured dozens of rounds of radiation, participated in clinical trials and had multiple operations, including a double mastectomy.

When Ellen was diagnosed, her daughter, Ashley, was 6 years old. Ellen was determined to fight cancer so she could raise Ashley and be there for all her childhood milestones.

Ellen learned she was a carrier of a BRCA2 gene mutation and decided to have Ashley tested as a teenager. The test confirmed Ashley was also a carrier of BRCA2, which is associated with an increased risk of developing breast cancer.

"I was diagnosed with breast cancer at age 22 was devastating. She remembered waiting seven agonizing weeks for her own diagnosis, enduring delays with scheduling and referrals to see all of the required specialists.

Ellen Durand, UF Health Jacksonville patient

Ashley Durand, UF Health Jacksonville patient

UF Health Jacksonville offers fast answers to mother-daughter duo.

"I can honestly say waiting for the results in between tests brought me more anxiety and stress than the actual moment I was diagnosed with breast cancer," Ellen said.

"I was diagnosed with breast cancer in my 30s. She endured dozens of rounds of radiation, participated in clinical trials and had multiple operations, including a double mastectomy.

"I was diagnosed with breast cancer at age 22 was devastating. She remembered waiting seven agonizing weeks for her own diagnosis, enduring delays with scheduling and referrals to see all of the required specialists.

Ellen Durand, UF Health Jacksonville patient

Ashley Durand, UF Health Jacksonville patient

UF Health Jacksonville offers fast answers to mother-daughter duo.

"I can honestly say waiting for the results in between tests brought me more anxiety and stress than the actual moment I was diagnosed with breast cancer," Ellen said.

"I am a mother of two children and I wanted to make sure my daughter was healthy,” Ashley said.

"I was diagnosed with breast cancer at age 22 was devastating. She remembered waiting seven agonizing weeks for her own diagnosis, enduring delays with scheduling and referrals to see all of the required specialists.

Ellen Durand, UF Health Jacksonville patient

Ashley Durand, UF Health Jacksonville patient

UF Health Jacksonville offers fast answers to mother-daughter duo.

"I can honestly say waiting for the results in between tests brought me more anxiety and stress than the actual moment I was diagnosed with breast cancer," Ellen said.

"I was diagnosed with breast cancer at age 22 was devastating. She remembered waiting seven agonizing weeks for her own diagnosis, enduring delays with scheduling and referrals to see all of the required specialists.

Ellen Durand, UF Health Jacksonville patient

Ashley Durand, UF Health Jacksonville patient

UF Health Jacksonville offers fast answers to mother-daughter duo.

"I can honestly say waiting for the results in between tests brought me more anxiety and stress than the actual moment I was diagnosed with breast cancer," Ellen said.

"I was diagnosed with breast cancer at age 22 was devastating. She remembered waiting seven agonizing weeks for her own diagnosis, enduring delays with scheduling and referrals to see all of the required specialists.

Ellen Durand, UF Health Jacksonville patient

Ashley Durand, UF Health Jacksonville patient

UF Health Jacksonville offers fast answers to mother-daughter duo.

"I can honestly say waiting for the results in between tests brought me more anxiety and stress than the actual moment I was diagnosed with breast cancer," Ellen said.

"I was diagnosed with breast cancer at age 22 was devastating. She remembered waiting seven agonizing weeks for her own diagnosis, enduring delays with scheduling and referrals to see all of the required specialists.

Ellen Durand, UF Health Jacksonville patient

Ashley Durand, UF Health Jacksonville patient

UF Health Jacksonville offers fast answers to mother-daughter duo.

"I can honestly say waiting for the results in between tests brought me more anxiety and stress than the actual moment I was diagnosed with breast cancer," Ellen said.

"I was diagnosed with breast cancer at age 22 was devastating. She remembered waiting seven agonizing weeks for her own diagnosis, enduring delays with scheduling and referrals to see all of the required specialists.

Ellen Durand, UF Health Jacksonville patient

Ashley Durand, UF Health Jacksonville patient

UF Health Jacksonville offers fast answers to mother-daughter duo.

"I can honestly say waiting for the results in between tests brought me more anxiety and stress than the actual moment I was diagnosed with breast cancer," Ellen said.

"I was diagnosed with breast cancer at age 22 was devastating. She remembered waiting seven agonizing weeks for her own diagnosis, enduring delays with scheduling and referrals to see all of the required specialists.

Ellen Durand, UF Health Jacksonville patient

Ashley Durand, UF Health Jacksonville patient

UF Health Jacksonville offers fast answers to mother-daughter duo.
NEWSLETTER DEADLINES
May/June – March 25
July/August – May 17

Submit your copy and photos via email to openlines@jax.ufl.edu.

PHOTO SUBMISSION REQUIREMENTS
We welcome photos that are taken or submitted by employees. Photos should be at least 3 megabytes (3MB) in image size to be published. Please try to take or submit photos that are clear (camera is held very still); not backlit (flash is used and/or light source is not behind the subject); and framed correctly (feet are not cut off and/or subject is not shown too far away). Employees are encouraged to arrange photography with the Media Center before an event to ensure quality. Direct questions to openlines@jax.ufl.edu or call 244.9750.

Visit OpenLines.UFHealthJax.org to find current and past issues of Open Lines.