



## Video Transcript: James' Hip Surgery Story

James Edwards, hip replacement patient

When I was 59, I first started experiencing some discomfort with my left hip. I figured that in time it would just heal itself. But it didn't work out that way. And ultimately the discomfort was excruciating. I got to a point where it's time to get this hip replaced.

I was informed that a new benefit that my employer made available to us included having all surgical procedures done at the specialty hospital in Durham. I did talk to Nancy with Optum, who is a registered nurse. Nancy did talk to me about this being one of the Centers of Excellence, and you know, I could have had it done in Raleigh but I went online and it appears that customer satisfaction with them was at a very high rate. Probably on the East Coast they were within the top five facilities.

They give you a lodging and travel expense voucher. The policy allows you to submit your mileage and your lodging and you're reimbursed. The surgeon was really nice and told me what he would do for me. And I had a lot of confidence in him.

My wife named him [dog] Happy. Bear is his middle name because that's what he looks like.

Kimberly Edwards, James' wife

My husband received excellent care from the hospital, the doctors, the nurses, the facility. And the benefits. Oh my goodness, the benefits, whoa, yeah, great.

James Edwards

The surgery turned out great. I was taking physical therapy twice a week. And the exercises they've been having me do ensure that I will be able to go back and be whole at my job. Nancy called me prior to the surgical procedure. After the surgery was done and I came home, she talked to me. When I had my physical therapy, she called and she wanted to know was I in any pain. It was reassuring when they called to make sure that I was ok.

Kimberly Edwards

You need a person that's going to give you the details and explain things. And people are comforted when they have someone that, that understand and care, and we got that.

James Edwards

I'm thankful for that surgeon's hands and Nancy's direction and my employer having the benefit for me. I don't limp anymore. I'm just happy with my quality of life. And I'm whole again so for that I'm grateful.

