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JOINT PRESS RELEASE

Recent donation demonstrates the power of gratitude for care received, says RAHF

Owner Sam Mraiche and MHCare Medical enhance respiratory care at Royal Alex

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EDMONTON, AB—Today, the Royal Alexandra Hospital Foundation is the recipient of a significant gift from Sam Mraiche and his company MHCare Medical, an Edmonton-based global provider of health solutions.

Mraiche, principal of MHCare Medical, made the donation to the Royal Alexandra Hospital Foundation in support of respiratory care at the Royal Alex. It was here that Mraiche's elderly father received lifesaving care and whose entire family was especially grateful.

"There are incredible stressors on the health system right now, but through it all we can count on the compassion and excellence by our healthcare professionals," said Mraiche. "My father's care was a complex one made even more challenging through a language barrier. I am impressed and so grateful for the kindness and compassion that was shown to him and to all patients."

Sam Mraiche and his company MHCare Medical wanted to express thanks for the hospital's lifesaving work and chose to do so by purchasing new equipment in the hospital's respiratory care unit. Also benefiting from this donation is the Patient and Provider Experience Office at the Royal Alex Hospital. Funded almost exclusively through community support, this unique department within the hospital works to continually enhance the experience of patients and their care providers. The office is responsible for improving upon workplace culture for all staff and physicians, enhancing communication with patients, and helping to find solutions to some of the more complex challenges in healthcare delivery. The office hosts an annual summit in which previous patients share their personal experiences while in care and provide insight into where improvement may be found. Donor support is an important contributor to the program and allows the educational summit to take place each year—prior to the pandemic.

"We know that grateful patients and the families of grateful patients are the most generous of our donors," said Sharlene Rutherford, President and CEO of the Royal Alexandra Hospital Foundation. "It's truly impactful for all when former patients want to recognize the kindness, caring, compassion, and great skill they experienced first-hand at this hospital. Saying thank you through a donation is a great way to recognize the exceptional care of doctors, nurses, and all clinicians and supporting staff. And it means a lot to each one of them when we share the news of a grateful patient or family member—there's no question."

For media inquiries or more information, please contact:

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About the Royal Alexandra Hospital Foundation

Established in 1984, the Royal Alexandra Hospital Foundation is committed to supporting improved health care outcomes for the hundreds of thousands of people who seek treatment at the Royal Alexandra Hospital every year. The Foundation funds ground-breaking education, cutting-edge research, next-generation technologies and facility enhancements. It also supports a growing number of specialized centres of health care excellence located at the Royal Alexandra Hospital campus, including the Lois Hole Hospital for Women, the CK Hui Heart Centre, the Orthopedic Surgery Centre and the Eye Institute of Alberta.

Stay up to date with RAHF news at <u>royalalex.org</u>. Follow us on Twitter and Instagram @RAHFoundation

About MHCare Medical

MHCare Medical is a fully licensed Medical Device supply company providing health solutions across North America. The organization prides itself as being one of the largest and most trusted medical personal protective equipment suppliers in North America. MHCare Medical's mission is to keep front-line workers and communities safe, giving generously to the communities in which they operate and working closely with non-profit organizations like the Royal Alexandra Hospital Foundation.

Learn more at <u>mhcaremedical.com</u>. Follow <u>@MHCareMed</u> and our hashtag #CaringForCommunities on social media.