



Getting Answers

17-year-old Jessie was a healthy, active high school student until she started having gastrointestinal issues and severe abdominal pain. She was in and out of the hospital several times due to an inability to absorb nutrients from food, but doctors didn't know why. Jessie's mom Allison was frustrated and beyond concerned until she returned a call from the Guardian Nurses.

"I was aware of the program, they called after I had surgery last year but didn't need help then. But when this all happened with my daughter I decided to call back," explained Allison. "I said, 'I am overwhelmed

right now, are you able to help with my daughter' and Lauren, the nurse, said, 'That is what I am here for.' I felt so relieved."

Lauren was extremely helpful when Jessie was hospitalized. "I would get mixed messages from the health care professionals, someone would say 'do this' and the next person would say the complete opposite. Lauren would get us a straight answer," explained Allison. "As a mom, I felt good, because while I was trying to care for my child, she was looking out for both of us."

Lauren has been actively helping to coordinate Jessie's care, relieving some of the burdens from Allison who is trying to work and care for her daughter. She arranges medical appointments, checks on test results, and connected the family to experts to review Jessie's files to get additional opinions. Lauren also works directly with Jessie to answer questions and help manage her illness.

The cause of Jessie's illness is still unknown, but they have made some progress in ruling out certain conditions.

"Lauren has been a dream to work with and this service exceeded our expectations," said Allison. "I am always advocating for others, I didn't realize how much I needed someone who understood the system to advocate for me, my daughter, and my family."