

Kelly Conrad, Registered Nurse



**In the Photo:
Kelly Conrad, Langs RN visiting a patient in North Dumfries**

Soon after the pandemic began, Kelly Conrad noticed her patients were cancelling their appointments, or not showing up as scheduled. Kelly cares for 'INR' clients for whom medication and blood levels checks are critical and live saving. Clients weren't able to navigate the travel distance from North Dumfries to the Hub@1145, and they were afraid. So Kelly decided to go to them. "I'm learning people won't necessarily reach out, you know you have to look at the big picture and be the one to take that step for them." Kelly has been seeing her clients for six years but home visits have changed their relationship.

"It's added this dimension to our care and it's really satisfying. It gets me a little choked up because they trust me a lot, cause they're not letting anybody else in. The bulk of it with these patients is I am pricking their finger but I'm noticing it's a lot more. It's talking, 'so how are you doing? Are you coping? Do you feel safe? Do you need anything?'"

Kelly admits that going out during a pandemic can be a bit scary (because she is a single mom) but she knows that she's taking the proper precautions. "I can't live afraid and I just can't be that way. If we were, if health care providers were afraid, then people wouldn't be getting the care that they need."
