



*Health Care Transformed By Love*



Coren Newborn  
-Siloam Patient

## Health Care Transformed By Love

Dr. Morgan Wills, **President & CEO**



Here's a question for you. Which is the correct spelling: "health care" or "healthcare"?

Stumped? I grew up using two separate words, but in recent years the compound word "healthcare" has come into vogue. Is this just a natural linguistic progression, or something else?

A quick Google search generates lots of opinions and no clear consensus. But the most helpful explanation I've found is that "healthcare" refers to an industry, while "health care" best refers to the practices of individual caregivers. In other words, the existence of the healthcare system depends on lots of acts of *health care*.

So when it came time to develop our new tagline, which version did we use at Siloam? You guessed it. And to drive home our point, we added three more words as well: "*health care transformed by love.*"

If you've ever experienced Siloam firsthand, you'll know why we did. But for those who haven't, or want a refresher, this newsletter is for you! The story of Coren demonstrates the power of a patient's healing relationship with a team of loving caregivers. The story of Emad underscores how loving relationships among that team are as critical as they are with patients themselves. The bottom line: you can't share what you don't have.

As our mission statement reminds us, health care at Siloam is never an end in itself. Rather, it's a vehicle through which the love of Christ flows to those in need. And that includes all of us! Like a river, God's love first flows to and through our donors and partners. It then courses through our staff and volunteers, and finally overflows through relationship-based care for our patients. Along the way, it spills on and changes each one of us.

**Thanks for reading. Your partnership is vital to make this transformation possible! ■**





## “I No Longer Want to Disappear”

Doug Mann, Rebecca Swift, Coren Newborn, and Dr. Kristin Martel

**“Siloam is not just a medical facility. It’s a *healing facility*. That’s what I love about it—the healing is in the name.”**

When Coren Newborn first visited Siloam 10 years ago, he hoped this experience would be different from all the others. For years he struggled with excruciating pain and other health issues, but doctors couldn’t help him, or even explain what was wrong. The pain eventually reached a breaking point. “All I could do was lay in bed for hours. It was debilitating,” Coren recalls. His mother, a patient at Siloam, convinced Coren to go to our clinic.

“Walking into the building, it was so serene. I felt welcomed,” Coren states. He started receiving care from Dr. Kristin Martel, who made it a priority to pinpoint his condition. “We went on an adventure together to see what was really going on with me,” he says. Dr. Martel finally diagnosed Coren with fibromyalgia, and eventually she was able to help Coren manage his chronic pain, lower his blood pressure...and lose 122 pounds!

But Siloam didn’t just focus on his physical symptoms. After living with undiagnosed fibromyalgia for so long, Coren was severely depressed and spiritually depleted. Pastor Doug Mann and Behavioral Health Consultant Rebecca Swift joined Coren’s team of whole-person caregivers. “They kept me uplifted and encouraged, because it was hard for me to be spiritual. They helped me see things in a better light.”

With the Siloam team by his side, Coren forged a new path for his life. He’s now working—something he never imagined for himself—and he has hope for the future. “I no longer feel like I want to disappear. I realized that nothing is worth losing your life over, especially when God has something for you.”

To Coren, Siloam is love. That love is revealed in manners big and small—from the friendly greetings at the front desk to the way Medical Assistant Emad Khalil treats each task like a mini-sacrament. “My veins are not the easiest to take blood from, but every time Emad does it, he prays. It may seem small, but that right there expresses the biggest love to me.” ■





*Emad Khalil surrounded by Siloam staff*

## Siloam Staff... Transformed By Love

For 14 years, Medical Assistant Emad Khalil has been an incredible blessing for Siloam Health's patients. But in many ways, Siloam has been an equally supportive blessing for Emad. When his car broke down, someone found him another. When he moved into a new home, he found furniture. And in 2015, when his father passed away, Emad received important support from his Siloam family.

Emad joined our team just a few years after immigrating to Nashville. As a physician in his home county of Egypt, he was thrilled to resume a career in health care. But Siloam wasn't like any other clinic or institution. Every person, from the medical team to the front desk, embodied a sense of love and hospitality. "It's not just a job," Emad says. "They go above and beyond because they love the patients."

He soon discovered that Siloam's love extended far beyond the patients. As Director of Operations Laura Camp says, "the sense of community is one of the best parts of working at Siloam. Staff love each other with an active love that is generous, selfless, and merciful." So when Emad received the devastating news about his father's passing,

Siloam's staff team was there to offer him love—in a very practical way.

It had been nearly 10 years since his last trip to Egypt, and Emad urgently needed to return in order to grieve for his father and care for his mother. When his coworkers heard the news, they immediately jumped into action. "Emad is probably the most gracious, humble, and thankful

person I know," Nurse Manager Claire Reagan states. "So when he told me his father had died, it was a knee-jerk decision to rally the Siloam family." And it wasn't just to sign a condolence card. Rather, the staff and volunteers raised enough money for Emad's flight and travel expenses to Egypt. "They came to my home and helped me book the ticket," Emad recalls. "I felt so

supported every step of the way. It was amazing."



*Emad with Medical Assistant Hiba Taha*

Emad is incredibly grateful for the love of Christ he has experienced in his workplace. One of the reasons it's so transforming for patients is that it's so transforming for the team members themselves. "Siloam has been a family for me. Every day, they pray for me. In every step of life, Siloam is walking alongside me." ■



"Each of us look for  
Warmth & love in our  
daily lives. We cannot  
live without them.  
That is what Siloam  
gives me - warmth,  
relief, and above all -  
love."

- Sarah



"At Siloam, I  
am with family."  
- Bekke



## HOW DO YOU EXPERIENCE LOVE AT SILOAM?



"Siloam is loving,  
Caring, listening,  
and their prayers  
Changed my life."

- Emery

"We no longer  
feel like  
strangers in  
our new country"  
- OSEE



Siloam Health's mission is to share the love of Christ by serving those in need through health care.

615.298.5406 | [siloamhealth.org](http://siloamhealth.org) | 820 Gale Lane, Nashville, TN 37204