

JOANNA ([00:00](#)):

Hello everyone and thank you for joining us. I'm Joanna Breitstein in Global Communications, and today I have the opportunity to interview Emma Mason who is an executive vaccine customer representative in West Virginia. Emma is a registered nurse, and she worked in the emergency department in her local hospital before joining our company. When the COVID-19 pandemic hit, Emma was moved to help and began volunteering at the hospital where she once worked. Thanks for joining us, Emma.

EMMA ([00:30](#)):

Hey Joanna.

JOANNA ([00:31](#)):

Emma, what made you decide to volunteer?

EMMA ([00:34](#)):

I'm originally from Mississippi, the Bay St. Louis area, on the Gulf Coast, and we went through Hurricane Katrina. We didn't have any shelter. We lost everything in the hurricane. We had to rely on volunteers and military personnel. I felt then that I knew I needed to give back at some point in my lifetime, and being a nurse, you're called to help people, and public health is really a passion of mine, and I felt like this was the perfect opportunity to make sure I was there for my previous work family to give them a break.

JOANNA ([01:14](#)):

What was it like to treat your first COVID-19 patient?

EMMA ([01:18](#)):

The patient was awake and alert even though intubated, visibly anxious, moving, and my coworker and I, along with the respiratory therapist, just kept talking to the patient and making sure that the patient felt comfortable and explained everything that we were doing, which we would do otherwise. This situation was different. The fear was so palpable in the room, that we all needed to just do that for the patient, but it also reassured us, as the providers, that we were doing the right thing for the patient. It helps calm our nerves by talking to patients through each procedure.

JOANNA ([02:03](#)):

How do you mentally prepare for that type of interaction?

EMMA ([02:07](#)):

It's, it takes a minute to really gather your thoughts and prepare yourself to go into a room that you know, this patient is more than likely contagious, and I had to give myself a pep talk before going into the room, which I don't normally have to do, but, I just needed it that day for us to take a second and be like, you can do this.

JOANNA ([02:29](#)):

The WHO designated 2020 is the Year of the Nurse. As a nurse, what specific impact do you think you have?

EMMA ([02:37](#)):

In the United States, nurses are the most trusted profession. A huge part of that is the patients feel that they are listened to when they talk to a nurse and that they really are cared about. And that's one thing that we are able to do at the bedside that often physicians don't have time to do, quite frankly. Right now visitation is so restricted in hospitals regardless of the ailment of the patient, and we're having to fulfill that duty as well and be the bridge that connects the patient to their family.

JOANNA ([03:11](#)):

Emma, is there anything else you'd like to add?

EMMA ([03:15](#)):

I think when you're given the opportunity to give back, no matter how small or how big the opportunity is, I think that we should do it. There's a quote in our company that we live by - medicine is for the people not for the profits - and we are living that today.

JOANNA ([03:35](#)):

Thank you for your work and everything you're doing for our company and for patients, Emma. I really appreciate it.

EMMA ([03:42](#)):

Thanks, Joanna. Hopefully I'll see you one day.