

[Onscreen] Hear Joanna's Story. DDHHS, CDC, and HEAR (TM) Hear Her Concerns logos.

[Music]

Joanna: Hi. I'm Joanna. I am from Queens, New York, and I have two daughters.

So after my first pregnancy I was diagnosed with post-partum preeclampsia.

After my second pregnancy the delivery was amazing. I thought my blood pressure was fine because I was still continuing to take my medication. They would come take my vitals; everything was fine. I was discharged.

The home health nurse came to visit me, and she took my blood pressure. And it was very high. She told me at that moment, she said, "You need to go to the hospital." I explained to her I was just there yesterday and they told me to go home and that everything's fine. Um, and she said, "No, everything's not fine. You need to go to the hospital, right now, or I'm going to call an ambulance."

I had to stay in the hospital for about a week and then I got discharged. So then I routinely check my blood pressure. My blood pressure's elevated again. I go back to the hospital. I had to be readmitted again. I went to the hospital four times.

The third time when I went, they were making comments like, "You're, you're here again." It started to make me feel like, like they were... I don't know if they were, like, irritated or if I was, like, bothering them. At one point, a doctor did say to me, "Just stop checking your blood pressure at home." And I was like, "How could you, how could you say that..."

[On-screen] HEAR her concerns.

Joanna: I felt extremely unheard. I felt like I was dismissed. I felt like I wasn't being taken seriously. ... and it, it, it really hurt because these are people that I felt like were supposed to be taking the best care of me, in such, like, a vulnerable time in, in my life. During those moments, like, I just felt like if someone heard me, it would have made such a big difference if someone took it seriously.

I will never forget how people, how people made me feel postpartum. I wish there was more compassion from the providers that I felt like I needed, that I was looking for. I didn't receive that.

[On-screen] Listen if she says something is wrong. Address any concerns your patients may have.

Joanna: Doctors should listen to their patients, should also not only just hear what their patients are saying or asking, but also body language plays a whole role in it because sometimes, people can be, like, intimidated of doctors when, um, and might not always feel comfortable asking questions.

Hear Her.

[Onscreen text] Hear Her. Hear Her Concerns. Learn more at [cdc.gov/hearher](https://cdc.gov/hearher). DDHHS and CDC logo.