

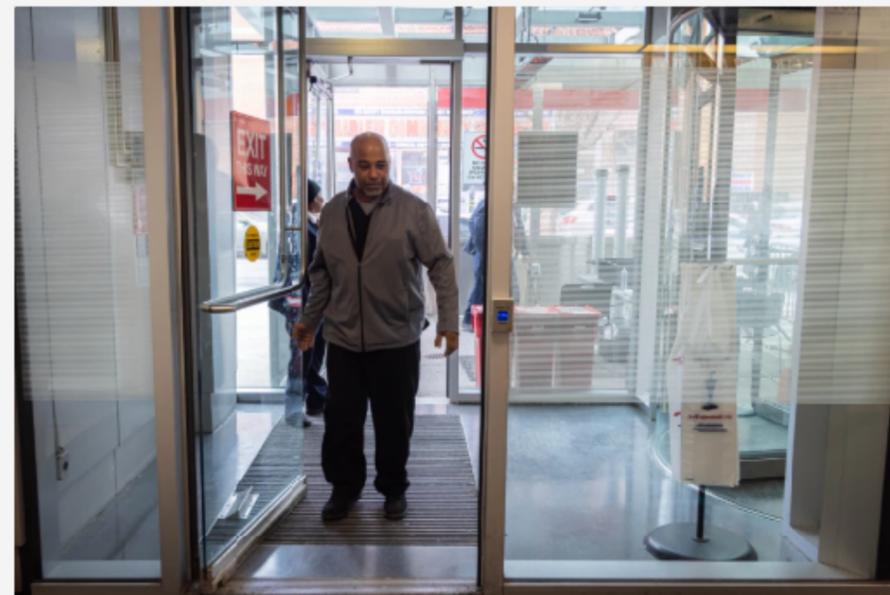


Day in the Life with Melbourne Jones, Patient Transporter, NYC Health + Hospitals/Harlem

5 min read

Patient transporters are vital to the efficient delivery of health care services at our hospitals and facilities. They bridge the gap between various departments, ensuring that patient care remains uninterrupted. In this Day in the Life photo essay, we follow Melbourne Jones, patient transporter at NYC Health + Hospitals/Harlem and learn a few interesting things about the work he does.

All photos taken by Roland Pugh, MA, Multimedia Producer, NYC Health + Hospitals/Central Office. Produced and written by Mario D. Smith, MPH, Director, Communications & Marketing, NYC Health + Hospitals/Central Office.



Melbourne Jones has been a patient transporter at Harlem Hospital for five years. Before that, he was an emergency medical technician (EMT) for 15 years.

He transports patients with all kinds of health care needs—from recently admitted inpatients who need to be taken to their room, transporting patients to dialysis services, patients that need to be rushed to radiology for imaging, and more...as you will see later.

"I feel really good about being able to use my experience as an EMT in my current job. Even though patient transporters must be CPR-certified, it's never an easy moment when I have to spring into action to save a life. I'm proud to have performed life-saving CPR on patients that I was transporting to another department." - Melbourne Jones



"One thing that might surprise some people about a patient transporter's job is...that's not all we do. We transport specimens and body parts as well. So, for forensics cases; those involving law enforcement, we are also responsible for confidentially transporting limbs (body parts) from the main hospital to the morgue for forensic investigation and autopsies. It can get a little interesting." -Melbourne Jones.



Melbourne Jones was one of our frontline heroes during the darkest days of the COVID-19 pandemic.

We are grateful for the patient transporters across our health system who valiantly accepted an emotionally challenging responsibility with the highest levels of confidentiality, compassion and commitment.



Hospitals can be complex environments to navigate, and transport staff need to be familiar with the layout to move patients efficiently. Coordinating with different departments and medical staff is crucial. Miscommunication can result in delays or errors in patient transport, so they have to be on top of their game.



Day in the Life With the Red Nose Docs: Bringing Joy to Recovery

6 min read

Their playful gestures and gentle humor open a doorway to relief, reminding patients that healing is not only physical but emotional. Through shared laughter and small moments of joy, these hospital clowns—known as Red Nose Docs—help transform clinical spaces into places of connection, easing recovery by lifting spirits when it's needed most.

In our latest Day in the Life photo essay, we visit NYC Health + Hospitals/Harlem to see how Red Nose Docs have been playing an important role in patient recovery for almost 30 years.

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A True Medical Home



Attending physician, Ben R. Aubey, MD is a firm believer that healing isn't only about medicine, but the connection the Red Nose Docs can bring, one joyful moment at a time.