

Recognizing Outstanding Service Excellence



**Cliff Coleman, M.D., M.P.H.
Family Medicine at the Richmond Clinic**

Nicole Phoun, from the Richmond Clinic, submitted the following nomination...

At 7:30 a.m. a patient arrived for her 8 o'clock appointment to see Dr. Coleman. She did not come into the clinic as usual but rather called from the parking lot indicating she had an accident. I was very concerned, as I immediately thought it was an automobile accident, and asked if she was hurt. She then hesitantly shared with me that she had not been in car accident but had accidentally soiled her clothes due to diarrhea. She was very, very distressed and too embarrassed to come into the clinic. I didn't know what to do. I am administrative coordinator and none of the nurses had arrived yet. Just then Dr. Coleman arrived and I told him about the patient. Dr. Coleman then kindly asked the front desk staff to check the patient in and then proceeded outside, under heavy rain, to meet with the patient. After 15 minutes he came back into the office dripping wet. I am very thankful for Dr. Coleman and it is for his dedication to his patients that I nominate him for a Golden ROSE Award.



Award Recipient - April 2010