

Recognizing Outstanding Service Excellence



**Chaim Vanek, M.D.
Endocrinology, Harold Schnitzer Diabetes Health Center**

Janet Whalen, R.N., Susan Emami , C.M.A., from the Harold Schnitzer Diabetes Health Center, and Julie Graff, M.D., from Hematology/Oncology submitted the following nomination. . .

Dr. Chaim Vanek is known in our practice for his above and beyond patient care. His ability to address his patient's issues in a timely manner and still have the patient feel as if the visit went on for an hour is uncanny. When a patient leaves his room, Dr. Vanek reviews what his expectations are and reminds them about labs and medication changes. He is a physician who personally phones each patient to let them know his or her lab values. If Dr. Vanek tells the patients he will call them that afternoon, he does. We've heard him leaving messages for patients on issues he promised to follow up on even before the patient arrived home from their appointment! We often hear his patients say surprisingly "I've never had a doctor call me before" and "Is he always that nice"? When asked about his approach to his patients Dr. Vanek responded "I look at it this way, time is a very precious commodity in our society. I respect my patient's effort to arrive on time by seeing them on time. This establishes a trust relationship right from the start. I want them to trust me since I know I can help them. I also want to treat patients the way I want to be treated during an appointment". Dr. Vanek also uses the same approach with our staff. He never says no to a staff request for help and is always looking for ways to be thoughtful and kind to all. His great sense of humor keeps everyone laughing. We are proud to have Dr. Vanek as part of our team and we think he deserves to be recognized for his incredible service to our Endocrinology patients.



Award Recipient - May 2009