

Recognizing Outstanding Service Excellence



Dina Girgenti-Iida
Diagnostic Radiology

Dr. John Ma from Emergency Medicine submitted the following service category nomination . . .

Dina Girgenti-Iida truly exemplifies everything that is good about service excellence at OHSU. I have a friend, a 38 year-old father of two children, who was just informed that he has non-Hodgkin's lymphoma yesterday afternoon. His primary care physician at Good Samaritan's was having difficulty getting a timely PET scan scheduled for him so my friend called me for help. He had no previous care performed at OHSU. I placed one phone call to Dina and – presto- she got my friend scheduled for a PET scan the following day. When my friend arrived for his appointment the next day, Dina was there to personally greet him and escort him to the PET scan. In his words: "Dina made me feel like a VIP patient. I know I am just a nobody. I got diagnosed with cancer two days ago and I was scared to death. This PET scan will determine my treatment plan and prognosis. I needed to have some answers so I could tell my wife and kids what would happen to me. Dina was so helpful in understanding where I was coming from. Dina even arranged to have a physician read the PET scan and call me that night. I'm not sure where I will go for my oncology care since my doctor is outside of OHSU system, but Dina's service will go a long way in convincing me to come to OHSU for all my care in the future." Dina is a star!



Award Recipient - September 2008