

Recognizing Outstanding Service Excellence



Dr. Jonathan Shaw
Family Medicine—Richmond

Kym Cumbo from Family Medicine—Richmond submitted the following nomination . . .

Yesterday, Dr. Shaw saw a patient who had infections in both legs (one of which was broken) and who had been unable to get to the pharmacy to get her antibiotics and pain medications due to the weather and severe pain upon walking. Dr. Shaw called the pharmacy and then walked through the snow and inclement weather at the end of day to get her prescriptions and bring them back to her just as her taxi came to pick her up and take her home. Dr. Shaw went above and beyond and gave not only excellent customer service and healthcare; but embodied the values of compassion, empathy, and service.



Award Recipient - January 2009