

Recognizing Outstanding Service Excellence



Aaron Kerr
Neurology

A patient's husband submitted the following nomination...

I want to take this opportunity to thank Aaron for a job well done. On June 6, 2011, my wife had a 4:00pm appointment with Dr. Peterson at the Bond St. offices. Due to a lot of construction around the location, we found ourselves hopelessly lost and unable to find the address. My wife is legally blind and obviously can't help me navigate. Since we live in Grants Pass, we are unfamiliar with the Portland area. My GPS system was telling me to turn when in fact due to construction no turn was possible and we wound up back on the freeway. Finally out of frustration I dialed Dr. Peterson's number and gave the phone to my wife to tell the receptionists that we were lost and were having a difficult time finding the office. Aaron stayed on the phone with my wife for at least fifteen minutes and patiently gave her turn by turn directions. I would tell her what street and cross street we were on and she would relay the location to Aaron. He guided us all the way to the parking facility and gave directions to the 8th floor where Dr. Peterson's office is located. Aaron's patience and understanding were very much appreciated by my wife and me. We would like to commend him for his actions and wanted to let his employer know what a great job he did.

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