

## Recognizing Outstanding Service Excellence



**Tom Miller R.T., (R)**  
**Radiology**

### **A patient's mother submitted the following nomination...**

My daughter is almost eight years old and has Spina bifida; she walks with a walker and wheelchair. She had come to radiology two times this week for really uncomfortable GI studies. The first exam was very difficult for her but bearable due to the extra care provided by Tom Miller. Tom made such an impression that my daughter only agreed to do the second exam if Tom were there. But as soon as she saw the table she refused the exam again. Tom explained everything to her very sweetly and then left only to return with a Barbie and a baby doll. She refused the toys and said "I don't play with dolls", and turned her head. I had never seen her act like this before. Tom left the room again and returned with a collection of beanie babies. His continued extra time and effort was incredible. Unfortunately, again she refused. She didn't want to be there. Tom took all the beanie babies away and returned again with crayons and markers but my daughter was too upset and humiliated. Tom wouldn't give up. He asked her "How old are you?" she replied "Seven." Tom pronounced, "You like to read, you are a reader aren't you." This time her face lit up and she started to look through the books Tom brought her. This changed her mood. The radiologist came in to start the exam, but had to leave again. Tom knew right away that he needed to distract her. He picked her up and carried her where the toys were while she waited because he didn't want her to become discouraged. Tom kept going the extra mile each and every moment and was so sweet and patient with her. I'm a nurse and I know how hard it can get. His patience was unsurpassed, and he was so kind and willing to work with my daughter who always asks for Tom even if she doesn't need a radiology exam. She wants to bring him flowers. Although the exams she has had to go through were very difficult Tom created an amazing experience for her and I. We appreciate Tom so very much. We truly hope that Tom will be selected to receive the Golden ROSE Award.



# Award Recipient - February 2010