

Recognizing Outstanding Service Excellence



Arpana Naik

assistant professor, Surgical Oncology

Patients submitted the following nomination...

The three of us met through our breast cancer treatment and, as patients do, talked frequently about our doctors. We agreed that one doctor in particular was extraordinary - Dr Arpana Naik, who was our surgical oncologist. Dr Naik went out of her way to spare us needless worry. For two of us, our scans for metastases took place late on a Friday afternoon. We were expecting to suffer through the weekend waiting for the results, but at 8:30 that night Dr Naik called to say it was all ok. The radiologist had not yet read the results, but Dr Naik had done so herself so she could put our minds at rest. In fact, Dr Naik regularly squeezed in after hours calls to share results or discuss issues we had raised. One night she called at 7.30pm, realized I was putting my children to bed and called back at 9:00pm. She then spent 40 minutes discussing a recent research paper and its implications for my choice of surgery. We can't convey how amazing and meaningful her commitment was to us. Dr Naik never rushes her appointments giving as much time for questions as you need. And she always listens carefully to her patients. She's warm, engaging and fun to see. We also loved her commitment to making the OHSU Breast Clinic in every way the best possible experience for cancer patients, including by getting feedback from patients themselves. When we suggested some ways in which the patient experience could be improved, e.g. by providing more information on the website and providing a plain language version of the pathology report and treatment plan, she was highly receptive. She's been working to make this happen which is exciting. We may have been unlucky in getting breast cancer, but we feel so lucky to have had Dr Naik as our surgeon.

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