

Recognizing Outstanding Service Excellence



Patricia Webb
Lab Central

Julie Kowallis from Lab Central submitted the following quality category nomination . . .

Friday evening, September 5, 2008 was the end of an extremely long and stressful week. We were trying to leave/clock out at 5:00pm. Medical assistant, Misty called Lab Central at 4:50pm regarding a specimen that should have been shipped the same day. The specimen was still sitting in the lab. This always means that the specimen gets shipped out Monday, and arrives in the testing laboratory by FedEx on Tuesday.

The specimen had to be in MAYO laboratories within 96 hours of the collection time. Patricia Webb went far beyond what was required for her job. She stayed late and made several phone calls to Misty at the Doctor's office, FedEx and the testing laboratory (MAYO) where the specimen was to be shipped. She packaged the specimen up herself and filled out all of the paperwork for FedEx. She handed the specimen off to the medical assistant, Misty with instructions of where to take the package. Biohazard specimens can only be accepted by specific FedEx locations. This ensured the stability of the specimen for this test. Patricia Webb went far beyond what was required and expected of her to provide quality service for the patient.



Award Recipient - September 2008