

## Recognizing Outstanding Service Excellence



**Robin Sasaoka**  
*Orthopedics*

### **A patient submitted the following nomination...**

I first met Robin several years ago when I started seeing Dr. Hart at the Spine Clinic. Robin is Dr Hart's assistant/schedule coordinator, and she always goes out of her way to make sure that each patient is treated with the utmost respect, compassion and efficiency in their communication with Dr .Hart's office. Two years ago I had some urgent questions about possible surgical approaches for my back that Robin knew I was very anxious to get answered. I e-mailed her the questions first thing in the morning, and at 9 she called me with Dr Hart on the phone, who patiently and thoroughly answered all my questions. Robin is very efficient at scheduling surgery and tests in a manner that is convenient for the patient. Recently, I broke some hardware in my back and needed an urgent revision surgery. Robin worked incredibly hard with Dr Hart and the insurance liaison to get my surgery approved in 2 days' time, which was quite amazing. Robin understood how important it was to me to get the surgery done quickly, so she made it her mission to get it approved and scheduled, with great success. Robin always goes above and beyond the requirements of her job and gives Dr Hart's patients exemplary service with compassion and good humor. She is a huge asset to Dr Hart's office. Robin is a rare jewel these days and I am very grateful for all her help!

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