

## Recognizing Outstanding Service Excellence



**Melanie Sauvain**  
*Internal Medicine*

**Heidi Goettl from the Float Pool submitted the following nomination...**

Dr. Sauvain is one of the most caring, enthusiastic, thorough and polite physicians in OHSU. She strives to meet each and every need of all her patients. Her time is never too valuable. I have two specific examples that impressed me about her. During her Christmas Vacation she went to Seattle. Day one she called at 8am and asked if there were any issues that needed to be addressed and she gave her personal cell phone number to the clinic, in case she needed to be reached. Several hours later she called, just to make sure her patients were doing alright. The thing is, her clinic was completely covered by another physician but she is so connected and caring for all her patients that even when she goes on vacation she still wanted to check on them. Another situation that I encountered was a few weeks later. I called a patient from waiting room because the front desk staff had alerted me to the fact the patient was vomiting and feeling very ill. On the way to the patient's exam room he tearfully told me that in the process of vomiting he has accidentally defecated on himself. I immediately took him to the restroom whereas another medical assistant informed Dr. Sauvain of the situation. Meanwhile I was getting baby wipes, pants for him to change in to and various other things. Minutes later I was back at the restroom and Dr. Sauvain was already there!! She was cleaning him up and examining him. She was not afraid to put on some gloves and help her patient at one of his weakest times. Nor did she pass the responsibility on to someone else. She is an excellent representation of how an OHSU doctor should be: Kind, compassionate, accountable, and caring, a good listener and an all around good person. I truly hope she is considered for this award.

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