Recognizing Outstanding Service Excellence



Katherine Simons, Patient Care Coordinator, Pulmonary and Critical Care Medicine

Mary Kay Lehman, M.D., from Pulmonary and Critical Care Medicine, submitted the following nomination. . .

Kathy Simons works in our Pulmonary and Critical Care Division Clinic. She coordinates and schedules patient appointments, tests, and triages patient calls. Her job is very, very busy. Recently, I called her in regard to a patient who was newly diagnosed with small-cell lung cancer, to find out if he needed prompt follow-up. Kathy had already begun working on the patient's follow up care but had encountered several roadblocks due to the patient not having medical insurance. This however did not stop her. Within minutes she had scheduled an appointment for the patient and ensured that he would easily qualify for coverage given his diagnosis. Unfortunately, due to lack of transportation the patient mentioned to Kathy that he would be unable to drive up to Portland for his much needed appointment and treatment. Rather than give up, Kathy contacted an oncology office in Salem and arranged an appointment for him in expedited fashion. In short, she went far above and beyond to advocate for this gentleman and ensure that he would get the care he needed. Kathy's actions exemplify what excellent patient care, and caring for each other in general, means. Providing care is just not a job to Kathy, she sets out to serve with the quality that all patients deserve. This is just one of many examples of how she advocates for our patients, and I think she is well deserving of a Golden Rose Award for all of her hard work and patient advocacy.

