

Recognizing Outstanding Service Excellence



Linda LaPolla
Urology

Kyle Barber from Urology submitted the following nomination...

On this particular day in our clinic we had one of our frequent patients come in for an appointment. He had a rough time getting to his appointment on time due to traffic problems and his medical transportation running behind. He was seen in clinic and then had to wait an additional 2 hours and 45 minutes before his medical transportation came to pick him up. He was growing frustrated and getting a little upset that the transportation company was running so far behind schedule. Noticing that it was also his birthday, Linda sprung into action and rounded up some sugar free candy (the patient was a diabetic), crafted a handmade bow, and present this gift to the patient and sang "Happy Birthday" to him in our front lobby. This act of kindness is nothing unusual for Linda. Day in and day out she comes to work and builds incredible rapport with our patients here. An OHSU veteran for 11 years, she is constantly going the extra mile to make our patients feel special and taken care of. Working for OHSU over the last five years, I can honestly say that Linda is one of the most, if not the most, caring employees I've ever worked with. She takes the time to personally get to know our patients and make sure that their visit to urology is as enjoyable as it possibly could be. Linda deserves a Golden ROSE for her outstanding customer service here in the Urology clinic.

April 2012

