

## Recognizing Outstanding Service Excellence



**Jennifer Burch Mayo, M.D.**  
**Obstetrics and Gynecology**

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

My husband and I had an appointment for our first ultrasound. We were both very excited. Unfortunately, the ultrasound showed an empty uterus. We were devastated. We had to go to the ER without much information, and were ultimately told by the radiologist that there was no baby. Later that evening, Dr. Mayo called our home to chat with us. We had not met her before, so I was astonished at the care, time, and kindness she exhibited toward us. She was exactly what we needed. She answered every question, while also expressing sincere empathy for our situation. The experience was horribly traumatic, and yet, I hope I never forget Dr. Mayo. She is the finest doctor I have ever encountered.



# Award Recipient - December 2009