

## Congratulations to Our February 2018 Servant's Heart Recipients



### Physician Caregiver

**Thomas Call, DO** – *Family Medicine*

*Nominated by: Teresa Keller, Front Office Receptionist*

“Dr. Call is a wonderful doctor. He has been with Bingham Memorial for more than 13 years, and sees three generations of patients, as parents have brought their children and now grandchildren in to the office. Dr. Call has families that travel five hours to see him as their primary care provider! One such 15-year-old recently wrote him a sweet letter, letting him know that since her younger years she has admired him and now wants to go into the medical field because of the great doctor that he is and the care that she has received from him. Dr. Call truly treats his patients like family and they put their trust in him to take care of their most prized possessions, their own families!

“If anyone deserves the Servant's Heart award, he does!”

### Nurse Caregiver

**Jetta Tressell** – *Certified Wound, Ostomy and Continence Nurse*

*Nominated by: Genia Cole, Front Office Floater*

“Jetta is very patient and kind to every patient she meets. She is always willing to fit patients in that need to be seen right away and even works on days when all other offices are closed, making her the only one working so she can make sure her patients receive the proper care they need. Jetta not only sees patients in-office, but travels to other provider's offices to see patients so they are not inconvenienced.

“She also sees patients at Bingham Memorial’s Skilled Nursing & Rehabilitation Center, and is constantly on the go to ensure her patients receive the best care possible.”

**Everyone’s a Caregiver**

*Amanda Dance – Phlebotomist*

*Nominated by: Steve Williams, Director of Laboratory Services*

“Yesterday, I witnessed an encounter between Amanda and a patient that was an excellent example of high-quality and high-compassion care.

“An elderly patient came to the lab at 4 p.m. She had been at Dr. Wehrle’s office and they were unable to get a blood sample from her, so they sent her to the main hospital to get her blood drawn at the lab. The lab was very busy at the time, as 4 p.m. is always a busy time at the lab. Despite being busy, Amanda took the time to visit with the patient while she drew her blood. The frail patient expressed that she was nervous about crossing the street to get back to her car. She had parked across the street from the hospital by the medical office building. She told Amanda that the street had been slick and she had been scared to come over to the hospital and now was scared to go back across the street.

“After successfully completing the blood draw, Amanda took this patient by the arm and walked her all the way to her car and made sure she was safe and ready to go home. Because of how busy they were, it would have been easy to draw this patient’s blood and send her on her way without even knowing her concerns. However, because Amanda took the time to visit with her, she found out what her concerns were and then acted on them to make sure this patient was safe.

-“Great job, Amanda!”