

★ *Richard Shinn* ★

★ *Mike Matheny* ★

★ *Allen Best* ★

An elderly couple while driving through Marysville in their motor home on a trip to the Redwoods had a sudden medical emergency. The husband was treated in the Emergency Department and then admitted to Rideout Memorial Hospital with a serious condition. His 91-year-old wife had difficulty finding a place to park the couple's motor home in which she planned to stay during her husband's hospitalization.

Three members of Rideout Memorial Hospital's Engineering Department, Richard Shinn, Mike Matheny and Allen Best, came to the wife's rescue by providing a safe parking

Department. They helped her park and set up the motor home for an extended stay, and

everyday during her husband's hospitalization Allen or Richard would check in with her to make sure she was doing well and that her needs were being met.

The caring and concern demonstrated by Richard and Allen, demonstrate the willingness of our employees to go above and beyond expectations.

★ *Jan Allen* ★

Jan Allen, a Ward Secretary for the Nursery, was leaving Fremont Medical Center at 11:30 p.m. following a busy shift. As she left the hospital through the front lobby doors, she noticed a man by a parked car at the curb calling for help. His wife was in active labor and about to deliver the baby in the front seat of a car.

Jan immediately went to assist and actually delivered the baby! Not only did she go above and beyond the expectations of her duties, she helped this family during a very anxious time.

★ *Mark Antrobus* ★

On May 16, 2007, a patient arrived at the Hospital's Laboratory Draw Station on Plumas Street. The patient was too weak to walk inside, so his wife went inside for help. Mark in the Draw Station was contacted. He went out to the parked car and drew the blood. The patient and his wife said Mark was very courteous while performing this task standing in the parking lot under the hot sun.

Mark's actions demonstrate the commitment to customer service that all hospital employees want to deliver to our patients and guests.

★ *Mick McMahon* ★

A patient was scheduled for hip surgery at Rideout Memorial Hospital, but needed to be at the hospital by 5:30 a.m. on the day of surgery. Neither a taxi or shuttle service could accommodate the patient. Mick McMahon, Social Director for the Fountains (part of the Fremont-Rideout Health Group), heard of this problem and came to the patient's rescue.

Mick came to work early on the day of the patient's surgery, picked up the patient and took him to the hospital for his surgery.

★ *Stacy Buck* ★
★ *Chris Mastelotto* ★

Last October, a terminally ill woman traveling through our area was admitted to the Rideout Memorial Hospital's ICU. With the patient very ill, the family scrambled to get as many loved ones by her side as possible. Family members living on the East Coast were unable to make the trip in time. Desperate to speak to the far away relatives, the family wondered about the possibilities of video conferencing.

This is when Stacy Buck and Chris Mastelotto from the Hospital's Information Technology Department went into action. After a quick trip to Staples to purchase a webcam, they began working to bring video conferencing capability to the ICU where the patient was able to see and speak to her loved ones on the East Coast using a hospital laptop computer.

Stacy and Chris' willingness to help the patient and family, demonstrates that the Hospital has many caregivers working in non-clinical areas.

★ *Angelo Garcia* ★

On Friday January 4th, 2008, the day that will be known in the future as the 'January 2008 horrific storm', Angelo Garcia, one of Fremont Medical Center's transportation orderlies went above and beyond his duties in compassionately caring for one of our patient's husband.

This elderly and somewhat confused, frustrated husband had been at Fremont Medical Center looking for his wife. With the assistance of the Patient Access staff and the nursing supervisor, it was discovered the patient's wife had been taken to Rideout Memorial Hospital's Emergency Department by ambulance. These employees spent an enormous amount of time explaining and giving the husband directions to Rideout.

The husband left Fremont in his adventure over to Rideout's Emergency Department only to return in about an hour frustrated with the traffic.

Once again, Staff explained the process and gave directions to Rideout's Emergency Department. The Patient Access Department tried to obtain a taxi for him but taxis were not running.

Then the Yuba City police were called to help but they were also overwhelmed with storm-related problems. The Nursing Supervisor had spoken with the patient in the Emergency Department, found out she was in stable condition and explained to her the situation regarding her husband.

All of this information was related to the husband to alleviate his concerns and to let him know that his wife was being well taken care of.

Now for the real hero of the day Angelo. Angelo Garcia volunteered to have this man follow him over to the Emergency Department since Angelo had to finish his second part of the shift at Rideout.

Not only did Angelo get this gentleman to the Emergency Department and right to the bedside of his wife, but also intervened for this husband on the way over in a potential traffic misunderstanding.

Fremont-Rideout Health Group salutes the efforts of Angelo Garcia