

The Patient Experience

MEET TYSON STEWART



Pictured (L to R): Clark Sessions, PA-C - Bobbie Mapother, Greeter/Call Center - Jeneil Gilbert, Receptionist & Tyson Stewart, Patient

I was coming in to the clinic. I had hurt my back trying to keep water from overtaking my basement during our "flood of the century". As I came in hobbling, Bobbie greeted me and asked if I needed a wheelchair; I said no. She double checked to make sure I was ok. As I walked into the clinic, I was greeted by Jeneil. She checked on me and got me checked in. She was not only concerned with how my health was doing... she was also concerned about how my home was doing. She was amazing. Usually you get one person who is amazing. This was just the beginning. I went in and was seen by the nurse. I can't remember her name but she greeted me again and followed the pattern - checked on my health, checked on my house and offered to help. I was so impressed by the first three then Clark Sessions came in. He again checked on my back and checked on how I was doing. I felt as though they cared more about me as a person than as a patient... not only caring about fixing my health problems but making sure I was ok with a ton of stress and a ton on my plate like everyone else that week. Although I never would have taken them up on it each one asked if there was anything they could have done to help me with my flooding. I felt as though it was just more than platitudes. I know that they would have helped or set something up for me to receive help.

THIS WAS A WOW EXPERIENCE FOR ME.

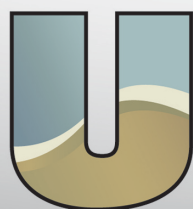
-Tyson Stewart, Patient

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