

# *Community Memorial Hospital*

*-LIVING OUR MISSION-*

## *Rick Westbrook*

*is hereby recognized by Theresa Lee for providing exceptional customer service to a patient.*

*During a recent ice storm, an elderly lady came to the front desk because she almost fell in the parking lot and could not get into her frozen car door. Rick came up and offered to walk her out to her car. He assisted in getting her car door open and got her safely into her car.*

*Patients that have good experiences from employees like Rick are encouraged to return for services in the future.*

*Rick is recognized for  
Exceptional Customer Service  
by providing compassionate care to a patient.*

*Thank you for your outstanding commitment to  
Living our Mission.*

*Dated this 20th day of December, 2010.*

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*Sue Campbell,  
Chief Executive Officer*

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*Marilyn A. Herbeck,  
Human Resource Director*