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LORI HATFIELD, MGH&FC SEPTEMBER EMPLOYEE OF THE MONTH

SHELTON, Wash. – Lori Hatfield, an office assistant at Mason General Hospital Ankle & Foot, was recently honored as Employee of the Month for September by her peers. She has been with MGH Ankle & Foot for eight years. “I love my job because of the patients and the people I work with,” said Lori, after receiving the honor.

Lori’s situation is very unique. She was totally blind when she went to work for MGH Ankle & Foot. “I worked at the VA (Veterans Administration) Hospital as a pharmacy tech until I went blind,” she explained. Lori has had diabetes all of her life, and as a result of it she became a patient at MGH Ankle & Foot. “I always found them so caring and welcoming. So when my career counselor asked me where I wanted to work, I said, ‘At the Ankle & Foot clinic – as I can continue working in the medical field – with a wonderful staff.’” Lori works there two hours a day, calling patients and reminding them of their appointments. In addition, she answers their questions and gives them directions to the office.

Lori’s kind assistance with the patients is what earned her the award. “We have quite a large elderly population in our practice who truly appreciate Lori taking the time to answer their concerns and provide directions,” said her nominator. “She is always so pleasant to everyone. She speaks very slowly and clearly and gives complete information for each call. Rarely a day goes by without a patient wanting to meet the girl with the ‘lovely voice’. Lori is truly an asset to our office. She takes her job seriously and the patients appreciate her kindness and patience.”

Lori is a 1990 graduate of Olympia High School, and a graduate of Walla Walla Community College. She is widowed, and has a partner, Lee Rust, who supports her in all she does. When not at MGH Ankle & Foot, Lori enjoys listening to audio books and shopping. In addition, she loves to “organize” her drawers, shelves and closets. Her next challenge is to prepare for a kidney and pancreas transplant. She isn’t too sure how long she will have to wait for one, but she added, “I am preparing for it now. And I am pretty excited.”

MGH&FC is approved by the Joint Commission, and MGH is a licensed and accredited acute care hospital with a level four emergency trauma designation. There are more than 100 physicians on staff in 19 specialties. For more information go to www.MasonGeneral.com.