



Thank you for your commitment to
ALWAYS
providing exceptional care

Lindy Flatau

"I was recently prescribed a new medication by my doctor and the clinic nurse informed me I could pick it up at the hospital's internal pharmacy.

When I arrived, Lindy assisted me and kindly explained that because I wasn't an employee, they couldn't fill it there, nor did they have it in stock.

Sensing my situation, Lindy immediately took action. She personally called Larry's Pharmacy, verified they could fill the medication, and ensured my prescription was successfully transferred over. She even took the time to make sure I was completely comfortable with the new plan. Lindy even followed up with me later that evening to ensure everything had worked out and to see if I needed any further assistance.

She felt so bad for the initial confusion, even though it wasn't her fault, and went completely above and beyond to minimize my inconvenience.

I am incredibly grateful for her compassion and dedication. Thank you, Lindy, for being a true healthcare hero."

**Congratulations Lindy on being
a Humboldt County Memorial
Hospital Healthcare Hero!**

