



Thank you for your commitment to
ALWAYS
providing exceptional care

*Tony Hosford &
Tanya List*

"We have a patient who has been coming to use our services off and on for the past 10 years. He was currently on our caseload and struggling. He would voice to our team he can't remember when he ate last, took his meds, or sometimes what day it was. He shared he just wasn't having good days and was tired and exhausted. Not much time passed and the patient ended up admitted to our IP floor. He was sick with pneumonia, went home after a couple days, resumed therapy but was still visibly struggling and not doing well.

Tony our bus driver, would always go the extra mile when picking him up for his appointments. Due to poor hearing and to make sure the patient was safe and okay, Tony would announce himself and go check on the patient. He would do this several times. Always making sure the patient was okay, if he needed help with anything.

The patient needed extra assistance and didn't have family or a support system to lean on.

The next appointment Tanya List made him a clinic appointment and went with Tony to pick up the patient; he was having a hard time and day. Clearly something was still wrong and he wasn't doing the best. Tanya took initiative and after therapy took him down to the doctor, staying with him through his entire appointment. The patient was sent to the Emergency Department and Tanya stayed with him through this process. Tony came up and even checked to see about taking him home after hours stating he would be available.

After a long day of appts and tests the patient went home, at 7pm! Tanya and Tony didn't hesitate to stay with the patient, made themselves available, even after work hours to ensure the patient was taken care of, arrived home safely, and was getting all the proper cares/information/services needed.

Both Tanya and Tony, truly going above and beyond and dedicating their time to this patient. Compassion at its finest! Thank you both for being such wonderful caring individuals!"



**Congratulations Tony &
Tanya on being an HCMH
Healthcare Hero!**