

"I brought a new patient to be seen at the Vanderbilt Hand Clinic for a second opinion in May 2009. I just wanted to let you know what a great experience it was for me, but more importantly, for my patient. While I know the Vanderbilt Orthopaedic Institute is a great place, this was my patient's first experience with the VOI Hand Clinic. The two ladies at the check in desk could not have been any nicer and had a very welcoming, professional and attentive attitude with my patient.

As usual, the doctors, nurses, and other staff were top notch!!! After my patient's examination, we were waiting on our paperwork in the exam room. My patient stated he knew he was there for a second opinion but wanted to know if I thought the insurance company might allow him to continue his treatment the Vanderbilt Hand Clinic. I told him we could go ahead and schedule a follow up appointment at VOI and if it was not approved by the insurance company, I would cancel it.

As we checked out, again, we were met with another smiling and professional lady. On our way to the elevator my patient stated, "Wow, they really do care that I am here!" The patient mentioned another facility he had been to and felt like he was imposing on the staff and was a bother, but everyone at the Vanderbilt Hand Clinic was so nice and caring.

Also not to be forgotten - the great staff at Corporate Health which helped me get this patient in the system and scheduled to see the VOI Hand Clinic. They were wonderful and as always do a superb job!

By the way, the insurance company and employer agreed to let my patient continue his treatment with VOI. Please thank your staff for taking such great care of my patient."

Leeann Pagel

[leeann.pagel@kinetics-management.com](mailto:leeann.pagel@kinetics-management.com)