



FOR IMMEDIATE RELEASE
INDIAN STREAM HEALTH CENTER

141 Corliss Lane
Colebrook, NH 03576
603-237-8336

Contact: Shirley Powell, CEO
603-388-2416
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Third Annual Indian Stream Health Center Exceptional Customer Service Award Announced

The Board of Directors of Indian Stream Health Center (ISHC) is proud to announce the health center's third annual Exceptional Customer Service Award. This award is being given to Ginny Petro, ISHC Clinical Outreach Coordinator, on August 8th at the health center's Annual Community Meeting which is being held at Jackson's Lodge in Canaan, VT. The meeting is open to the public and is starting at 5:30 pm. There will be a buffet dinner at no charge although a suggested donation of \$10.00 will be gratefully accepted from those who are able to contribute.

The Exceptional Customer Service Award was created to recognize the efforts of ISHC staff that go above and beyond expectations on behalf of patients and their fellow staff members. Ms. Petro was nominated by her peers for her exceptional customer service. Shirley Powell, the CEO of Indian Stream Health Center, was very proud of the results of the nomination and had this to say, "This is our third year for presenting this award and we received more nominations than ever from individual staff members who took the time to praise a coworker. While it was a challenge to choose just one staff member as so many are qualified for this award, it was also a delight for the senior leadership team to review the many wonderful comments that individual staff members wrote about a colleague."

According to Powell, one nominee took the time to write: "I have found that Ginny possesses the ability to provide patrons with a sense of comfort and ease. Maybe it is her ability to help them through the stressful paperwork and hurdles of the medical application process. Maybe it is her ability to create a smile on the sternest of faces. Whatever the reason may be, Ginny seems to always go the extra mile to make sure every patient gets what he or she needs. Her whole heartedness can be seen and felt throughout the building and seems to rub off on many of her surrounding colleagues."

Powell further stated that as testified by two individuals who nominated her, “Ginny goes out of her way on a daily basis to help customers and cater to the customer’s needs regardless of potential distractions such as challenges in her own personal or professional life.”

Petro is a Licensed Practical Nurse who started at ISHC more than six years ago as a member of the nursing staff. She moved into her role as Clinical Outreach Coordinator three years ago. Her responsibilities include working one on one with patients who need assistance in accessing support services such as low cost medications, Healthy Kids NH, the health center’s reduced fee program, transportation, food, clothing and housing. Petro also goes off site to provide education and prevention services such as oral health education in schools and day care centers; she organizes the health center’s flu clinics and health promotion activities; and has provided education on chronic disease management at numerous venues throughout the community.

The ISHC Board of Directors invites community residents and ISHC patients to join the Board and staff on Monday, August 8th at 5:30pm at Jackson’s Lodge in Canaan, VT to celebrate the progress made by the health center and to recognize Ginny Petro and other staff who are receiving longevity awards for their dedication to health care delivery in the North Country. Please RSVP Gaetane Boire at 603-388-2432.