

# BONE FRAGMENTS

June 2010



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# Is There Anything We Do Very Well?

*This is one of the questions we posed to our patients via our new e-mail survey tool. I felt compelled to let our staff see the results of this question as well as getting a little snap shot of what the survey says about us....*



All staff members were extremely polite and well mannered. They were helpful with assisting me while I moved from place to place. Everyone had a smile on their face & were polite and very kind.

I really like the doctor, he seems to care

Explanation of service and results expected.

The office waiting room was nice and had enough chairs and range of magazines...A few things geared to an elementary age child in the kids area would be great. books, crafts

Very WONDERFUL staff from desk staff, nurses, x-ray techs, doctors and admin staff. Overall, I had a VERY good experience.

The Richmond facility was very nice

quick check in

Everything, I am seeing Dr. Small for my back and Dr. Beaver for my foot. I was very impressed with every aspect of your clinic.

all excellent

I was impressed from the time I entered the door to the time I left the clinic. I experienced no wait time at all. Dr. Kent met a friend of mine at a gun show over the weekend. They discussed my knee and Dr. Kent gave him his number to call and asked me to make an appointment with him. He never hesitated nor seemed bothered to be asked medical questions on his day off. His attitude convinced me to go and see Dr. Kent. I will recommend Dr. Kent.

I went to the wrong location, got there late because I got behind an accident going to the right location, got there late and everyone was so nice to me and still fit me in. Thank you very much. The lady who checked me in and out was so funny and sweet

Loved the friendliness of everyone.

We got called back very fast, with very little wait in the office. Dr. Davino came in with a book with example x-rays in it to explain himself, that was very helpful.

Everyone was friendly and helpful

Everyone was attentive and friendly. Computer systems are excellent.

I appreciate all the nice nurses and office staff. They helped me with my son immediately after surgery and assured me that he was comfortable and o.k. Even the anesthesiologist came by to check on my son after the surgery. I found all staff to be nice, helpful and patient friendly. Thank you for helping put me at ease.

everything

Yes, I got there early ( 1 1/2 hrs.) and went right in for x-rays. Friendly lady gave me directions to get back on 59.

yes fees and charges very reasonable

Everything

Very quick and very friendly once we got passed the initial phone call.

Everything.

Taking insurance and personal information on the phone at the time of scheduling the appt. Made checking in easy and not having to hand-write forms wonderful!

I love the thorough explanation of everything being done to me.

The customer service was absolutely AWESOME!!! From the time we arrived, when we saw Dr. Davino till the time we left, I couldn't have been happier!

Receptionists were very friendly!!

electronic check in, and Doctor.

everything

Scheduling/wait time - very punctual - thank you!

Pleasant experience!

nice facility, good nurses.

Doctor and Therapist regarded me as a person, not as an anonymous number

Friendly and fast!! Best clinic I have been in.

Everything went very quickly. My daughter was four, so time is very important. We were seen and in a cast in about 20 minutes. It was great.

yes, being very helpful and most of all no waiting time. Everything was done with in minutes of arriving at the proper place.

everything

the staff was outstanding. Knowledgeable, helpful, efficient, and very friendly

Gave us service with a smile

Entire experience was very good.

the staff is excellent. Caring and efficient.

wait time was low.

Yes. Waiting time was good plus the attention to the patient.

Check in process was outstanding. I wish we had that process at our facility!

Everything was fine, except the injection of cortisone did not help.

Well everybody was very, very nice and on top of things and answered my questions quickly

Girl at scheduling desk very helpful with directions etc.

while we were in the office you guys were great

the check in & check out receptionist Denise was awesome, very helpful !!

Streamlined process. Wait time was brief.

one of the best medical facilities I have been to (in terms of customer service). You do not overbook and make us wait for hours like so many doctors.

yes

The Physician was very good and took the time to answer our concerns. Everyone in the front office was very courteous and kind.

Took care of my needs and did not waste my time sitting in an office waiting for an appointment

*I am very proud to be a part of a group that can make patients feel like writing these things about us. Knowing that it really does matter to people makes me feel good about continuing to work at improving our patients experiences.*

*-Juliet*

# RBJC SPOTLIGHT EMPLOYEE

## Clifton Fikes



Clifton Fikes has worked at RBJC for 5 years and 8 months. He has always been an outstanding employee giving 110% of his efforts in any task assigned him. In the past year Clifton was instrumental in changing over the entire inventory system for RBJC to a new cost effective and efficient system allowing for a large reduction in costs dedicated to materials management. Clifton always has a positive attitude and a great work ethic. We value his contributions to RBJC over the years.

~Coleen Kilfoy~

Clifton Fikes was born in Humble, Texas and grew up in the small country town of Rosebud, Texas. He has two older brothers. While growing up, he was a member of 4H and FFA where he showed pigs, rabbits, and chickens.

When asked what his greatest accomplishment has been, Clifton said “Establishing a relationship with my Lord and savior Jesus Christ; he is the foundation that allows me to be successful at home, at work, and in everyday relationships. He gives me the freedom to live this life without fear of the things that might happen, both in this life and after. John 14:6”.

Outside of RBJC Clifton likes to fish, go kayaking, swim, ride four-wheelers, hike, go to the beach, and hangout with his family. His wife Natalie, who he met at the age of 16 and have been together ever since, is a dental hygienist. She makes sure his mouth is always fresh and clean. They have an 8 month old baby girl, Paisley, who is always smiling and is the joy of his life. He also has 2 fur-kids, dogs named Benz and Sasha.

Clifton likes to listen to a variety of music; can never pass up Texas country... Aaron Watson, Pat Green, Kevin Fowler, and his favorite band is Casting Crowns. He says his favorite movie would have to be National Lampoon's Christmas Vacation. He is a big Survivor fan; and states could beat all those wimps!

Being the adventurous type Clifton says that the most interesting place that he has visited is Xel Ha, Mexico where he snorkeled in a Natural Aquarium with freshwater and saltwater fish. He said he really wants to go to St John's and relax on the beach, maybe do some scuba diving, parasailing, and fishing. Lastly Clifton's goals are to aspire to have a successful, healthy, and happy life. . . . Also, he wouldn't mind owning a couple of islands and personal jets either.

# Marketing Madness

Well we wrapped the 2009-2010 school year with a BANG! The sports medicine team did sports physicals for 12 schools for a total of 3600 students! That means we have 3600 RBJC shirts being worn by these students, GREAT JOB Sports Medicine Marketing Team and a special thank you to the RBJC Doctors who took the time out of their clinic day to work at the high school physicals.

Richmond Bone and Joint Clinic was the proud sponsor of the "Dunk Your Doctor" Booth which was a BIG hit! The feedback at the BASH wrap up meeting was that the attendees "loved it"! We raised \$ 1,049 for the Snowdrop foundation and a great time was had by all. It is something we definitely want to do again next year.

Lisa and Cheryl attended a Health Fair at Marathon Oil in Houston. We had so many of the employees visit our table and many of those have been a patient at RBJC. The cool thing was that each employee had to name our locations to get a sticker on their bingo card. So if they didn't know where we were before, they do now!

Dr Mays spoke to a group of parents and female athletes at Emery- Weiner High School in Houston. He educated the parents and players about injury prevention for female athletes. It was well received by the group and they would like for him to come back in the Fall.



# BIRTHDAYS!!!

**M**

Ramona Partain, 2nd

Mark Gryder, 3rd

Julie Hinz, 7th

**A**

Sheetal Patel, 8th

Tarus Eastland, 10th

**Y**

Amanda Salcido, 11th

Leslie Stanford, 12th

Mike Vara, 14th

Gracie Garza, 19th

Jessica Resendiz, 21st

Gwynne Sury, 22nd

Jennifer Velasquez, 23rd

Rhonda Horton, 24th

Shannon Chisholm, 24th

Teri Fields, 27th

Dr. Beaver, 31st

## Anniversaries

**1 Year:**

Jasmine Melian  
Shannon Tollerson

**2 Years:**

Tabitha Rollins  
Barbara Weis

**3 Years:**

Cecilia Flores  
Rosie Martinez  
Veronica Munoz  
Heather Edwards  
Karen Woods

**4 Years**

Latecia Villarreal

**5 Years:**

Orlando Critchlow  
Cindy Vasquez

**7 Years:**

Chuck Bethel  
Ramona Partain

# BIRTHDAYS!!!

J  
U  
N  
E

Angela Avila, 1st

Pedro Nada, 5th

Martin Munoz, 9th

Cindy Vasquez, 9th

Barbara Weis, 9th

Jimmy Cerone, 14th

Leslie Renteria, 14th

Charles Bethel, 21st

Chanell Bryant, 27th

Coleen Kilfoy, 29th

Geneva Escobedo, 30th

## Anniversaries

### 1 Year:

Casey Callahan  
Vanessa Escamilla  
Tamarahan Gaudet  
Leslie Renteria  
Sandy Southern  
Roxanne Salinas

### 2 Years:

Sandra Castro  
Jim Currie  
Laura Mandujano  
Erlinda Santiago

### 3 Years:

Norma Castillo  
Teri Fields  
Susie Soirez  
Amanda Salcido  
Jackie Parr  
Chris Velasquez

### 5 Years:

Ramiro Garza

### 4 Years:

Edith Rodgers  
Kathy Laitkep

### 7 Years:

Landra Dixon  
Lisa Flores  
Katrina Sanford

### 8 Years:

Julie Grigar

# June 2010

Sun

Mon

Tue

Wed

Thu

Fri

Sat

		1	2	3	4	5
6	7	8	9	10	11 Staff Meeting	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

# July 2010

Sun

Mon

Tue

Wed

Thu

Fri

Sat

				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23 Staff Meeting	24
25	26	27	28	29	30	31