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For immediate release

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### **Terra/Lorain Student Surprised by Memorial Hospital CEO**

She was just doing her job, but Kelley Wheeler's professionalism recently caught the attention of Memorial Hospital's CEO.

Wheeler, a student in the Lorain County Community College's Clinical Laboratory Science Technology program based at Terra Community College, received a surprise from John C. Yanes after she impressed him during her clinical experiences at the hospital.

During a recent clinical rotation, Wheeler greeted her next patient in a very welcoming manner just as someone she thought was a doctor walked by. She didn't realize it was Yanes, the CEO.

Yanes contacted the Lab Director, Karen Darr, and told her how impressed he was with the upbeat, positive customer service Wheeler was providing. Yanes followed up with a handwritten note praising Wheeler for her treatment of the patients.

"She received a letter in the mail from the CEO thanking her for being such a pleasant phlebotomist and incorporating Positive Identification of patients in such a meticulous manner," said Lisa C. Aaron, MLT (ASCP), BS, Terra's liaison to Lorain.

Wheeler, a Port Clinton resident, was stunned.

"That was the nicest surprise ever," she said.

Wheeler and another student in the program were then both offered jobs in the phlebotomy department. The two are students in the Clinical Laboratory Science Technology cohort of 2011. The program is a collaboration between Terra and Lorain.

"I am so proud of all of our students and this reassures me that all is going well with the program in its very first year," Aaron said.

For more information on the Clinical Laboratory Science Technology or Phlebotomy programs, call 419-559-2371.