



Thank you for your commitment to  
**ALWAYS**  
providing exceptional care

*Jamie Geopfert*

We were notified early morning that a tenant had not shown up for a scheduled appointment. Jamie and I went to the tenant's apartment to check on them. They were found on the floor in obvious need of emergency help. Jamie called 911. This tenant shares a lot with Jamie, thankfully. So, when he was unable to give his history to the EMT, Jamie was able to tell him what she knew. This in return helped the medical staff to determine the issue more quickly. Because this tenant thinks a lot of Jamie, it was also a comfort for him that she was there reassuring him the entire time he was being treated.

Jamie helped the tenant remain calm and was able to help him understand and follow directions of what the emergency medical staff needed him to do. She also remained very calm and in control during the entire situation.

Why I consider this worthy of a Healthcare Hero Award is, while this is our job, Jamie is our cook. She didn't hesitate to do what was needed at that moment, took control of the situation, and got the tenant help in an emergency situation. Jamie truly thinks of all our tenants as family.



**Congratulations Jamie on being  
Humboldt County Memorial  
Hospital's Healthcare Hero!**