



## Teamwork Saves the Day at San Antonio Renal Clinic

Sometimes the smallest act of kindness makes the biggest impact for others, such as The problem came to the attention of WellMed mobile unit medical assistant Stacy Urrutia during a visit to US Renal Care at Palo Alto in San Antonio. Visits to the facility are one of the mobile clinic's stops for a community partnership, so that WellMed mobile unit clinicians can check on patients who have recently been discharged from the hospital. Follow-up care helps prevent rehospitalizations, and make sure patients are getting the care they need.

While visiting patients, Stacy noticed that the care facility felt unusually warm and learned there was an air conditioning malfunction in the patient dialysis area.

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Concerned, Stacy coordinated with the facility's regional manager Daniell Clary to develop a plan to keep patients cool.

Stacy decided to call Sharon Kaminski, Senior Director of Central Texas PSU and Mobile Clinic Operations, to ask if she knew of anyone who could help provide fans for the patients. Sharon called the WellMed marketing team, and soon a box arrived containing WellMed paper fans, cooling towels and small rechargeable fans. These measures helped keep the patients cool while they completed their dialysis treatment and chatted with the mobile unit team.

"Giving back, helping and patient care is why I like doing what I do," Stacy said. "This is what I call a dream team -- we all work together to help the community."

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