

Matt,

If I sent you a TinyPulse for every time you have resolved an issue that others were stumped by, I would send one everyday. But today, you resolved an issue that had been affecting patient care since 09/27/2018 even though you were scheduled for PTO today.

Matt, you are a critical part of our lab team and we could not survive without you!

For anyone reading this: since 09/27/2018 - McKesson lab was not receiving over 500 results from Quest Diagnostics SJC. Matt's team reached out to him for assistance and though Matt was on PTO, he logged on and resolved the issue within mere minutes. Operations and LIS is beyond grateful to Matt's willingness to always step up and resolve all issues.

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