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**Release Date: 05.05.10 | Location: All Metroplex | Organization: C. Pharr & Company**Contact Name: C. Pharr | Company: C. Pharr & Company | Phone: 972-931-7576 | Cell: | E-Mail: mediateam@pharrpr.com

Doctors Hospital at White Rock Lake Honors Volunteers

Award luncheon celebrates volunteers' long-term commitment to helping others

If you ever find yourself suddenly in need of a wheelchair at [Doctors Hospital at White Rock Lake](#), you might thank Hal Davenport for ensuring that you have an extra place to sit when you need it. He created a plan to ensure that each floor of the hospital has the wheelchairs it needs for patients.

When faced with an issue of distributing the mobility devices across the hospital, Davenport, a veteran volunteer at the hospital, created a proposal to guarantee there are always sufficient wheelchairs available on each floor. While it wasn't Davenport's idea that was ultimately implemented at Doctors Hospital, his desire to solve the problem of wheelchair availability sparked the idea to find a solution.

More than 150 people, including Davenport, currently volunteer at Doctors Hospital. In addition to coming up with innovative ideas for hospital operations, these volunteers dedicate themselves to assisting with patient care and administrative tasks around the hospitals. In 2009, those volunteers logged 21,568 hours of time across the hospital's departments.

"Our volunteers provide a tangible impact on the hospital and its patients," said Doctors Hospital CEO Scott Manis. "With their incredible responsiveness and selfless attitude, our volunteers provide an extra comfort to the people who work and receive care here. Our physicians and our staff members greatly appreciate the extra hands and minds these volunteers are able to provide."

Shirley Christensen has volunteered with Doctors Hospital for more than 40 years, the longest tenure of any of the volunteers recognized in 2010. Every Tuesday she volunteers in the recovery room, and she said it fulfills her day.

"Volunteering at Doctors Hospital is just a part of my life," said Christensen. "The recovery room is a job which is very rewarding to me personally. I don't have the amazing number of hours that many people have reached, but I truly admire them. That's dedication."

LouAnne Smith, director of volunteers at the hospital, said the volunteers are a valuable commodity in departments across the hospital, assisting with clerical support, pastoral care and social visits.

"We have volunteers in 'high-touch' areas where we know that people would benefit from talking and interacting," Smith said. "We make sure the service to patients and their families is as personal as possible."

Doctors Hospital's commitment to quality has been a driving force since it first opened its doors 50 years ago. Not only are the employees committed to quality service and health care, but the volunteers from the community take a vested interest in the success of the hospital.



Over the past year, 24 people have joined the volunteer force.

The hospital hosted its annual volunteer luncheon last week to celebrate the commitment of its generous volunteers at The Point at C.C. Young, a neighborhood community and learning center located in east Dallas. Volunteers were given service pins to attach to their identification badges to denote their hours of service completed.

If you are interested in volunteering with Doctors Hospital, please call LouAnne Smith at 214-324-5497.

OTHER INFORMATION:

About Doctors Hospital at White Rock Lake:

For half a century, Doctors Hospital at White Rock Lake has devoted itself to the health and well-being of East Dallas. With our continued commitment to the community we serve, Doctors Hospital is upgrading its full suite of services with hotel-inspired surgical suites, a new women's imaging center and a comprehensive heart center. With 218 beds, this full-service hospital has specialties ranging from orthopedics and bariatric surgery to obstetrics and gynecology.

Over the years, Doctors Hospital has achieved many accreditations and awards. For example, Doctors Hospital was one of the first hospitals in the Dallas metro area to receive accreditation by the American Society of Chest Pain Centers for outstanding work in the emergency department. Other accreditations include the American Heart Association's *Get With The Guidelines*SM Gold Performance Achievement Awards for Coronary Artery Disease and Heart Failure, and Bariatric Surgery Center of Excellence by the American Society of Metabolic and Bariatric Surgery. Come see community health care in a whole new light – right here on White Rock Lake. For more information please visit www.doctorshospitaldallas.com.

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