

# Meet One of Our Shining Stars



## **Q: What inspired you to become a Registered Nurse?**

**Niki:** When starting my co-op [a practical experience requirement for school] at Rosedale Medical, I had wanted to work in health care. It was the fabulous nursing role models employed here that inspired me to become an RN myself. They demonstrated genuine care and compassion not only for their patients but also for fellow staff members. I could see that the nurses were the “hub” for all that goes into this busy primary health care clinic.

## **Q: What is a typical day at the office like for you?**

**Niki:** In our clinic of six family physicians, there is one nurse for every doctor. I am dedicated to Dr. Holdway’s patients specifically, but can encounter other patients if I am covering for other nurses who are away.

Dr. Holdway typically sees 30-40 patients per day. I perform all interviews, and take vital signs. I prepare any electronic forms that are necessary for the visit, such as screening tests, accessible parking forms, WSIB claim forms, and more. I set up the room

for any internal exams, minor surgical procedures, or intra-articular joint injections. I also have my own schedule of patients that I see to provide ear syringes, wart treatments, TB testing, and immunization updates.

A big part of my day is teaching patients and communicating results about tests. I do this on the phone (as many as 15 to 30 calls per day) and in person with patients in the clinic. We talk about their health and what we can do, and what they can do, to improve their health. I am often planning how to best care for patients with Dr. Holdway and the other members of my team.

## **Q: What do you like about working in a team environment?**

**Niki:** The supportive environment is what I like most. The administrative staff, other allied health professionals, nurses, and doctors — we all work together to deliver quality care for our patients.

## **Q: What are your goals for the future?**

**Niki:** My ultimate goal is to impact healthcare policy — to change how health care is delivered on a broader level.

