



# Honoring “Un”Forgotten Heroes.

I wanted to write something to honor the people behind the scenes – the people who don't always get the credit that nurses and doctors get. They also put their lives at risk and are always there to support us.  
- Jun Huang, DO physician-in-charge, West Covina Medical Offices

When I see or read the news, doctors, nurses, and mid-level providers are praised for being on the front-lines of this COVID-19 pandemic. They stress how we risk our lives everyday taking care of very sick COVID-19 patients. This praise and support is truly deserved.

Every day, I get to work with heroes who do their jobs with incredible dedication, perseverance, and care.

But what I speak of is a different group of heroes.

I want to highlight the heroes whose work *enables* the work of physicians and nurses; the workers without whom our jobs would be difficult, if not impossible. They show up every day and risk their lives to care for our sick patients at a time when many people are staying home.

I want to thank the EVS (environmental service) workers who keep the clinic clean and reduce the risk of us getting sick. After we treat a person suspected of having COVID-19, they promptly clean the exam rooms – risking their health without complaint or trepidation – so that we may quickly examine the next person.

I want to thank the lab techs and X-ray techs. They are on the front-line as well, constantly taking chest X-rays of our many COVID-19 patients who are short of breath. The lab tech who helps man our swab station, and draws labs from potential COVID-19 patients whose diagnoses are not clear. They do this willingly despite the fear.

I want to thank our receptionists and security staff. The receptionists who help the nurses man our screening area so that patients who need immediate evaluation are safely distanced from our healthy patients, and attended to promptly. Our security, who ensure order and protocols are maintained and keep their cool under stressful circumstances.

I want to thank the pharmacy staff who, despite the high volume of prescriptions, always stay until every patient gets their medications. Their collaboration has made our curbside pickup service so successful.

Lastly, I want to thank my DA and ADA. Without their help and early strategizing, the clinic would have been in a far worse place. The 12 to 16-hour days we put in together in the first several weeks has paid off. And their dedication to listening to the staff and working with staff is what has made our clinic an efficient, safe place to work.