



## **!!! 2018 – Another Amazing Year Comes To A Close!!!**

To mimic the great George Schultz cartoon *Charlie Brown*, “Good grief, where has this year gone!?”

As we get older, it seems that the years pass faster and faster. I wonder if that’s because we’re all too busy. During the course of a normal day, week or month we often have our time planned to the fullest. Whether it’s work obligations, hobbies, planned time with friends and family, focusing on the never ending 24/7 news events or spending minutes or hours in traffic, most of us don’t get enough time to “smell the roses.”

You know that I’m a busy doc and can easily fall into that mold. Because of my focus on minimally invasive urology, and pioneering work in the fields of prostate cancer, BPH treatment and bladder control for women, more and more patient come to *Pacific Coast Urology Medical Center and Western States HIFU year after year.*

To help take care of the more than 18,000 patients I’ve seen, I am supported by a truly remarkable medical team. It is fair to say that no urology practice has the quality and number of professionals that I am blessed to work with every day. Most urologists have 3 staff members to support their patient care activities; I have 7 so I can provide service second to none! That’s why *PCUMC* continues to be the national leader in the field of minimally invasive urology! So, please read on and learn about the remarkable people I get to work with every day...

Let’s start with Evans. 5 ½ years ago she joined *PCUMC* as a physician assistant fresh out of training and brought enthusiasm, knowledge and a deep desire to help patients. She has mastered the technical skills of being a urology physician assistant. Her reputation has grown and she is in high demand to train and mentor other physician assistants interested in the field of urology. While other medical practices would love to have someone as skilled and excellent as she is, she is committed to *PCUMC* and our mission of minimally invasive urology. She focuses more and more of her time on women’s health issues and minimally invasive, office based bladder control methods. We’re in the midst of developing our new Bladder Control Program for Women and Men so stay tuned for more information early next year!

How about our front office? You certainly know Christina and Leilani. Christina has been working with me for almost 8 years! Most people who work in medical practices never stay longer than a few years. Christina loves the special relationship that she has with all of our patients. She doesn’t just greet you with a perfunctory smile; she is genuinely happy to see you when you walk through our office door and lets you know that you are truly welcome. Alongside her now is Leilani, our newest staff member, who has been trained well by Christina for close to one year. She has a genuine warmth that makes patients feel at ease when she’s on the phone with you or talking to you one on one. She brings a whole new dimension to the words “customer service.”

Now for the back office - there is no back office staff better than the personnel at *PCUMC*. Let’s start with Aurora. It’s not just the sweet smile and comforting touch she gives to every patient; it’s the underlying, remarkable commitment to professionalism that helps me do what I do every single day. She has eyes in the back of her head, spotting ways to make procedures fast and efficient while minimizing any discomfort. Marci is no different – she is a truly giving, caring professional who comes to work every day to make patients feel better and at ease. As my HIFU coordinator, Marci works to ensure a seamless experience for patients who have this remarkable treatment for prostate cancer (as I did).

Happy Holidays

Robert Pugach, MD & Kim Pugach