

Mary Gonzales' Kaiser Permanente Story

I think it was toward the end of September. I had had a real cold. I mean a real old fashion cold that I hadn't had in years. It aggravated my asthma so I made an appointment to see doctor Ragab.

When I came into allergies, Susan was the receptionist that greeted me. I gave her my card and everything, and she goes, oh Mary you're due for your mammogram. I go, I know Susan I'll get it done. I'll make the appointment, and she goes no let me make it for you. I go, I'll make it and I've made it and I've canceled it. Because that was almost a year ago and going on two years that I hadn't done it and I do it faithfully. And she goes I'm not going to let you get out of here until you make your appointment. So, I told her get me something after two o'clock, and she was able to get me in at 2:30 on the day I asked her. And when I had the mammogram and from there it just snowballed. I mean that was like the tenth, that 15th I got the call. The 16th I had a second mammogram and an ultrasound the 17th. I had a biopsy the eighteenth. I got a call from the surgeons and the following Thursday I was in to see the surgeon. They were very, very thorough and I talked to one of my friends, and she goes; God, I didn't get any of that. I go; well, I have Kaiser. I don't know what you have. I'm really happy that she did push me to make the appointment because I probably would have waited until December. Like I say, it might have been too late for that. I'm one of the — I consider myself one of the lucky ones. I owe a lot to Susan.