

Dr. Eric Roadman-Responsibility

When a routine problem with my eye developed into something more significant, Dr. Roadman did the usual and sent me to a specialist to have a simple procedure done to relieve the problem. What happened after this shows how his responsibility for me as his patient went above and beyond the normal optometrist. Even though he had transferred my care to a specialist, he called to check on my progress on an almost nightly basis. When I developed complications from the procedure he brought me back into the office, once after office hours, 2 days in a row to check the complications.

At one point, on a Saturday, he called in a favor from a friend, another eye doctor, to give a 2nd opinion. Seeing that I was in pain and frustrated he made a few phone calls and found a specialist to treat the problem. He called me that evening and several days after that to make sure my eye was healing and I was happy with my care. Dr. Roadman exhibited a responsibility for patient care that is seldom seen in the current health care environment. He takes his job of caring for others very seriously. After every evening phone call to check on my progress, I would thank him and apologize for taking up his personal time, he always told me "It's just my job." I feel Dr. Roadman was doing much more than "his job" he took the responsibility of patient care to a new level, definitely going above and beyond any care I have had by a professional in the health care field.