Hennick Humber Hospital



# Meet Suun in Computed Tomography (CT)

**Can you tell us about your role as a Medical Radiation and Imaging Technologist in CT and what a typical day looks like for you?**

As a CT Technologist, my primary role is to operate advanced imaging equipment to produce detailed cross-sectional images that help physicians diagnose and monitor various medical conditions. A typical day involves reviewing scan orders, preparing and reassuring patients, ensuring safety protocols (especially regarding radiation safety and contrast administration), positioning patients with precision, and acquiring high-quality images while closely monitoring patients' well-being.

**How does your work help support patients and the care team throughout their healthcare journey?**

Medical imaging often plays critical role in a patient's healthcare journey. By providing clear, accurate diagnostic images, I help the care team make informed and timely medical decisions. Beyond the technical aspects, I strive to create a comforting and empathetic environment for patients, many of whom may feel anxious or overwhelmed during their visit, ensuring they feel safe and cared for.

**What do you enjoy most about working in medical imaging, and what has been one of the most rewarding experiences in your career so far?**

Every day presents unique challenges and opportunities to help others. What I enjoy the most is that, rather than being limited to a single department, we get to see and help patients with all different cases across the entire hospital through quick CT scans. While we may not provide direct, long-term beside care, the most rewarding part is knowing that the medical images we produce play a vital role in guiding accurate diagnoses and treatment plans for patients.

Hennick Humber Hospital



# Meet Sheena in Interventional Radiology (IR)

**Can you tell us about your role as a Medical Radiation and Imaging Technologist in Interventional Radiology and what a typical day looks like for you?**

MRITs are healthcare professionals who have multiple roles within the Interventional Radiology department. We operate imaging equipment such as fluoroscopy, CT, ultrasound, and power injectors to capture images during procedures. MRITs also provide scrub assistance in these procedures where we prepare sterile fields, manage and prepare catheters, wires, balloons, stents, and other equipment to directly assist the Interventional Radiologists, and other Physicians. MRITs also help to organize the day in the role of Flow Coordinator. We triage cases, and coordinate with other departments, staff, Radiologists, and other Physicians to ensure that patients receive the necessary procedure. This helps to keeps the interventional suites running throughout the day. Some of the MRITs are specially trained to insert Peripherally Inserted Central Cathers (PICCs). This procedure done by an MRIT is either done in the department with ultrasound and fluoroscopy guidance, or can also be done at the bedside using ultrasound and ECG tracing.

**Interventional Radiology combines imaging and minimally invasive procedures. What is something people might be surprised to learn about the work you do?**

People are usually surprised about the diverse scope of practice that an MRIT has. We not only operate the imaging equipment, but we also have many other skills and responsibilities to help the department to function and to provide patients and their families with the best care and experience possible.

**What has been one of the most rewarding experiences in your career so far?**

One of the most rewarding experiences in my career, as I am sure with many healthcare professionals, is just being able to help patients. To provide care and reassurance to patients and to put them at ease during a stressful or anxious moment is really fulfilling. We see many patients from many departments, and it is nice to know that we, as MRITs, are able to help them during their healthcare journey.

Hennick Humber Hospital



# Meet Jacqueline in X-Ray

**Can you tell us about your role as a Medical Radiation and Imaging Technologist in X-Ray and what a typical day looks like for you?**

Radiology is often referred to as "the eyes of medicine." As a Medical Radiation Technologist, my role is to provide physicians with imaging that can be used to help diagnose what the bare eye cannot see. The interesting thing about my profession is that each day is different. I work in various areas within the Hospital such as the Fracture Clinic, Apotex Emergency Department, and even in the Operating Rooms. I also assist with and provide imaging for minor procedures such as joint injections and feeding tube insertions. It is fulfilling knowing that the work that I do plays a significant role in someone's healthcare journey.

**Patients come to X-Ray for a wide range of reasons, from routine imaging to emergency care. How do you help ensure patients feel comfortable, informed, and supported throughout their experience?**

The Hospital can be a daunting experience for many. I help ensure that my patients feel supported by treating them with compassion and respect. I ensure that my patients understand what each procedure entails, and I try to make sure that they are comfortable for the duration of the exam.

**What has been one of the most rewarding experiences in your career so far?**

One of the most rewarding experiences of my career is being able to follow a patient's journey and know that the imaging I provided played an important role in their diagnosis and treatment. As I work in different areas within the Hospital, there are times where I will image a patient in the Apotex Emergency Department, then x-ray them again as an inpatient, in the OR, or for a follow up in the Fracture Clinic. It is extremely rewarding to know that my contributions provide valuable information throughout a patient's journey to recovery.




# Meet Ashurena in Magnetic Resonance Imaging (MRI)

**Can you tell us about your role as a Medical Radiation and Imaging Technologist in MRI and what a typical day looks like for you?**

As an MRI Technologist, my day involves reviewing patients' medical histories, completing safety screenings, preparing patients, and performing a variety of MRI examinations. We also establish IV access and administer contrast for certain exams. We also work closely with radiologists throughout the day to review and discuss specific cases to ensure we're providing the most appropriate imaging for each patient. Our patients range from outpatients to critically ill individuals in departments like the ICU, which means every day brings something different. That's one of the things I enjoy most about working in MRI!

**What makes Hennick Humber Hospital (HHH) a great place to work as an MRIT?**

I think one of the best things about working at HHH as an MRIT is the teamwork and collaboration between all the different departments. As Medical Imaging Technologists, we work closely with nurses, physicians, radiologists, and other healthcare professionals throughout the hospital. Everyone plays an important role in making sure patients receive the best possible care. I also appreciate how willing everyone is to help one another, because that support makes a big difference not only for our patients but for us as healthcare professionals too.

**What has been one of the most rewarding experiences in your career so far?**

One of the most rewarding parts of being an MRI Technologist is the opportunity to make a difference in a patient's experience. MRI can be intimidating for some people, especially those who are claustrophobic, so being able to reassure them, build their trust, and help them feel comfortable throughout the exam is something I really value. It's especially rewarding when a patient comes in feeling overwhelmed but leaves feeling relieved and appreciative of the care they received. It reminds me that our role goes beyond just producing quality images; it's also about making patients feel safe, supported, and cared for.



Hennick Humber Hospital

# Meet Laxcika in Breast Health

**Can you tell us about your role as a Medical Radiation and Imaging Technologist in Breast Health and what a typical day looks like for you?**

As a Medical Radiation Technologist working in Breast Health, my role consists of performing mammograms as well as breast imaging procedures while ensuring that every patient receives safe, high-quality care. A typical day involves me performing diagnostic and screening mammograms, positioning patients accordingly, obtaining high-quality images and ensuring that all images meet the necessary standards. We also work closely with the breast ultrasound tech, radiologist, breast surgeons to help support patients throughout their breast imaging journey.

**Breast imaging can be an important part of a patient's healthcare journey. How do you help create a positive and supportive experience for patients coming in for screening or diagnostic exams?**

I always try to create an environment where the patient feels comfortable, respected and heard. I always take the time to explain the procedure, answer questions and reassure them throughout the examination. Every patient comes in with a different experience and I think it's important to recognize that and approach each interaction with compassion and understanding.

**What has been one of the most rewarding experiences in your career so far?**

One of the most rewarding aspects of my career has been knowing that the work we do can genuinely make a difference in someone's life. Knowing that the images we acquire can help identify something early, provide answers or give someone peace of mind makes the work we do that much more meaningful. It is also rewarding when the patient lets you know at the end of their examination or procedure that you made their experience great given that they came in feeling anxious and nervous. Overall, knowing that patient left happier compared to when they initially stepped into department is the biggest reward and compliment.



Hennick Humber Hospital

# Meet Lei in Ultrasound

**Can you tell us about your role as a Medical Radiation and Imaging Technologist in Ultrasound and what a typical day looks like for you?**

As an Ultrasound Technologist, my role involves performing diagnostic ultrasound examinations to help physicians assess and diagnose a wide range of medical conditions. A typical day is quite dynamic, as I see patients with different needs, medical histories and concerns. One of the unique aspects of ultrasound compared with other imaging modalities is that we spend a significant amount of time directly with our patients, often at the bedside. We perform examinations in real time, adapting our scanning approach according to each patient's condition and the clinical questions we need to answer. Equally important is the patient interaction. Many examinations can be lengthy or physically uncomfortable, and patients may come to us feeling anxious or uncertain. Making them feel comfortable, explaining the examination and showing empathy are all important parts of our daily work.

**What skills/qualities have you found to be most important while working in Ultrasound?**

I would say that a combination of strong technical knowledge, good knowledge of anatomy and pathology, clinical judgment, patience, and compassion are essential. Ultrasound is a very hands-on and operator-dependent field, so having good scanning skills, attention to detail and the ability to recognize subtle findings are extremely important. At the same time, every patient is different, and we need to be adaptable and able to think critically, especially when faced with challenging examinations.

**What has been one of the most rewarding experiences in your career so far?**

One of the most rewarding aspects of my career is that my work can make a meaningful difference in people's lives, sometimes in ways we may not fully realize at the time. One experience that has stayed with me involved a senior patient who was wheelchair-bound and had very limited mobility. It was challenging to position her for the ultrasound examination, and even with her daughter's assistance, we were unable to transfer her safely onto the examination bed. Despite having a busy schedule, I took the time to find an alternative approach and eventually completed the examination with the patient remaining in her wheelchair. It required extra patience, adaptability and technical skills, but I felt it was important to ensure she received the care she needed. What touched me most was her daughter's reaction. She expressed her heartfelt appreciation and told me that what I had done for her mother showed her what real healthcare should look like. She said she saw empathy, compassion, kindness and professionalism in the way I cared for her mother. Her words meant a great deal to me. Over the years, I have come to appreciate that being an Ultrasound Technologist is about much more than performing examinations and obtaining diagnostic images. It is about combining knowledge, skill and compassion to make a positive difference in people's lives. That is what makes this profession so meaningful to me.

Hennick Humber Hospital




# Meet Calvin in Nuclear Medicine

**Can you tell us about your role as a Medical Radiation and Imaging Technologist (MRIT) in Nuclear Medicine and what a typical day looks like for you?**

My role as a MRIT in Nuclear Medicine is to help our patients complete their tests safely and comfortably, while producing the best quality images and technically optimal studies. A typical day includes administering radiopharmaceuticals via injection, inhalation, or orally and performing relevant scans for a variety of organ systems.

**What skills/qualities have you found to be most important for success to work in Nuclear Medicine?**

I have found effective communication and empathy to be skills that go a long way to help alleviate patient fears and concerns regarding their tests.

**What has been one of the most rewarding experiences in your career so far?**

Seeing patients in their most vulnerable stage of their health journey and offering their gratitude for the help they have received is the most rewarding part of the job.




# Meet Samuel in Medical Imaging

**Can you tell us about your role as Clinical Practice Leader in Medical Imaging and what a typical day looks like for you?**

As the Clinical Practice Leader in Medical Imaging, my role centres on supporting safe, consistent, evidence-based care across the department. I work closely with our technologists, nurses, physicians, and other clinical stakeholders on staff education, policy development, quality improvement, and daily practice. No two days are quite the same. A typical day might include helping staff work through a practice concern, supporting a new colleague's learning, reviewing a policy, or collaborating on a workflow improvement. I also spend time developing education and working with teams to introduce changes, such as updated clinical protocols or electronic documentation. A big part of my role is connecting evidence and organizational priorities with what happens at the patient's bedside or in the exam room. My background in X-ray, CT, and Interventional Radiology helps me understand those frontline realities. Ultimately, I want staff to feel supported and confident in what they do, and patients to receive safe, compassionate care throughout their imaging journey.

**As Hennick Humber Hospital's first Clinical Practice Leader in Medical Imaging and an experienced MRIT, you bring a unique perspective to the role. How has your clinical experience as an MRIT helped shape your approach to leadership, education, and advancing practice within the department?**

I started my Medical Imaging career at Humber over 11 years ago. During this time, I have been exposed to a number of different patient needs, clinical pressures, and team dynamics; from fast-paced diagnostic imaging to complex procedures that require close interprofessional collaboration. I believe that this experience keeps my leadership approach grounded in frontline realities. Since I have lived experience of the challenges my staff face in balancing patient safety, quality, and timely care, I always prioritize listening to my team, making time for meaningful conversations, involving them in clinical decision-making, and ensuring process changes are practical for the people actually implementing them. I continue to draw on my clinical experience to ensure that education stays relevant. I focus on explaining the "why" behind a practice, connecting it to real situations, and providing staff the support they need to apply it confidently.

**What has been one of the most rewarding experiences in your career so far?**

Throughout my clinical and administrative career, I've had many rewarding experiences. What has remained consistently meaningful is seeing how our work as MRITs contribute to each patient's care journey every day. It's helping insert a device that allows a patient to receive treatment, then removing it once that treatment has been successfully completed. It's obtaining timely images that prove crucial to a diagnosis. And it's knowing that, through it all, we've helped our patients feel cared for and treated with compassion, professionalism, and respect.