CONGRATULATIONS

Caring Plus

DEPARTMENT OF THE QUARTER!

Patient Access Department

The Patient Access team provides important interactions with our patients before tests or procedures ever begin. They recognize how important their 'first impressions' influence is, and it's no surprise that their primary focus is to provide a positive patient experience -- every patient, every time. For their dedication to the patient experience and their Caring Plus ways, the Patient Access Department is being recognized as **Caring Plus Department of the Quarter** for winter 2013!

The Patient Access Department is responsible for six primary functions: Central Scheduling, Preregistration, Registration, Cashier office, Clinical Registration Support, and Financial Advocacy. The central schedulers work diligently to meet the scheduling needs of both the patients and the physicians while preregistration will input and validate patient demographical and insurance information to reduce wait times on the scheduled testing date. Outpatient registration is a welcoming force in the lobby, surgical and cashier areas and provides the same assistance to individuals who were not preregistered. The Patient Access team also identifies patient financial responsibility and screens for financial assistance. Patients who qualify then work closely with the financial advocates to identify available programs to help relieve the financial burden of treatment.

The Patient Access Department is comprised of **Megan Amburn, Brenda Barker, Charlena Barlow, Sandy Black, Dana Boerger, Barb Brock, Bianca Burkhart, Mandy Burns, Karen Cook, Trisha Elliott, Alissia Epperson, Jodi Fine, Tina Green, Amy Higgins, Shanna Hines, Amie Hurst, Vicky Hyden, Robin Jones, Sharon Justice, Pam Kimbrell, Jessica Kueterman, Sonja Lyman, Dusti Mathes, Penny Maxson, Teresa Maxson, Amera McCormick, Carlene McNamara, Stephanie McReynolds, Sandy Metzner, Meghan Meyer, Jenifer Michael, Tammy Neves, Amy Ostendorf, Erica Ritchie, Danielle Sell, Marcy Shaffer, Francis Shefbuch, Ashley Spires, Shar'ree Surles, Marcela Wigley, Tenishia Zanow** and is under the direction of **Martha Mancino.**

Kudos and thanks to the Patient Access team! Keep up the great work!

Winter 2013