



Established 1972

By and For the People of Love County

**Richard Barker,
Administrator**

**Ambulance Emergency
911**

**Clinic Appointments
276-2400**

**Hospital Information
276-3347**

**Adult Day Center
276-1542**

**Community Resources
211**

**Domestic Violence Help
276-2042
Hotline - 226-6424**

**Growers Market
276-9410**

Medical Clinic Customer Service Representatives

Customer service representatives answer the clinic telephones, helping patients with appointments, prescriptions, or messages for their office nurse or provider. They greet patients inside the clinic and help them complete registration paperwork.

Angelica Gonzalez, Customer Service Representative

Angelica Gonzalez listens carefully to the patient on the other end of the clinic phone line. "Sometimes the person is crying. They are hurt or worried about their health or their loved one's health. Depending on what they are saying, I direct them to the emergency room or to the clinic. If it's life-threatening, I have them call 911 for an ambulance. Sometimes they come by afterward and say they are gratified to have gotten the help."

Her prior experience in the field was answering coverage questions for a health insurance company. She graduated from an academic program in medical assisting. She joined the clinic in March and has found the small-town setting extremely rewarding.

"I grew up and moved to this job from Dallas. After two weeks, I knew I could not be in a better place. I never tire of bragging about this hospital and clinic. It is truly like a family. There is a genuine caring for patients that is very, very real," Gonzalez said.



Laura Beck, Customer Service Representative

Laura Beck was known for high-level customer service at the local Carl's Jr., where she worked for the past six years. Since August she has been in training and functioning as a customer service representative for the clinic.

"There is a lot to learn. A lot of job-shadowing goes on, listening to the other representatives and supervisors take calls or interact with arriving patients, and writing down notes about how to respond to patients' comments and requests," Beck said. "You learn to ask patients only what is needed and to connect them with the office nurses for medical information."

She also takes payments or insurance information when patients check out. Beck attended Murray State College for two years. She grew up in Ardmore.



We're YOUR Hospital, Clinic and EMS

Mercy Health/Love County

300 Wanda - Marietta, OK 73448

www.mercyhealthlovecounty.com

*The Small-Town Hospital
with the Big Heart*

