



**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 Full of Services

Clinic patients don't have to drive anywhere to obtain many of the diagnostic screenings or tests their provider orders. Across the lobby and into the hospital are facilities for laboratory testing, x-rays, CT scans, bone density scans, and ultrasounds. Around the corner in the Therapy Building are physical therapy, occupational therapy, speech therapy, and respiratory therapy.

What about aid in making an appointment with a medical specialist or obtaining an insurer's "prior authorization" for a CT scan or prescription drug? A dedicated customer service representative handles each of these requests in a timely and helpful manner.

## Amber King, Patient Registration

Since 2014, Amber King has been assisting clinic patients obtain x-ray and lab exams in the hospital. She updates each patient's medical record on both the clinic and hospital software systems.

In previous employment, King was a home health aide for nine years. She also has experience as a nurse's aide in the nursing home. "That is where I came to especially love caring for elderly patients," King said. She lives in Marietta and is a graduate of Marietta High School.



## Sherry Diaz, Customer Service Representative

Sherry Diaz is an "expediter." She speeds the process along when a clinic patient needs an appointment with a specialist or requires advance permission from his or her insurance company before taking diagnostic tests or filling prescriptions.

"My goal is to take care of the patient in the best and quickest way. I'm here to help," Diaz said.

She calls the specialist's office and responds to any requests from the specialist for medical records. She communicates the appointment's date and time to the patient.

With respect to prior authorizations, "Usually just a phone call to the insurance company explaining why the test or drug is needed is sufficient," Diaz said. If the insurer requests more documentation, Diaz stays on the case.

Diaz recently rejoined the hospital/clinic. During her first stint, starting in 1994, she was a switchboard operator and emergency room registrar. She stepped away for a dozen years to become an assistant in the human resources office of Dollar Tree when the Marietta distribution center opened in 2003.



**We're YOUR Hospital, Clinic and EMS**

# Mercy Health/Love County

**300 Wanda - Marietta, OK 73448**

**[www.mercyhealthlovecounty.com](http://www.mercyhealthlovecounty.com)**

*The Small-Town Hospital  
with the Big Heart*

