



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

HOSPITAL'S NEW GREETER IS SEEN AND HEARD

Bailey Hamilton **Customer Service Specialist II**

Customer service is happening both face to face and behind the scenes. The pleasant voice now heard over the telephone "switchboard" of the hospital belongs to Bailey Hamilton. She is also the greeter patients see at the front desk of the business and administration office. "I love it," Hamilton said summing up her experiences since joining the staff in March. "I get to help people."

She answers the main telephone line, relaying calls as necessary to coworkers and departments of the hospital. At her desk she registers outpatients, takes check and credit card payments, secures insurance authorizations, distributes mail, and edits billing records for correct addresses.

Hamilton also handles enrollment for MyMercy, a software application that hospital patients use to review their medical records online or pay their bills. She is looking ahead to future schooling in health care.

Hamilton graduated with the class of 2014 from Turner High School, where she participated in cheerleading and the Family, Career, and Community Leaders of America Club.



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*

