



*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 Means Just That!

The first persons patients encounter in the clinic consider themselves the “face of Mercy.” Customer service representatives understand patients are hurting. By nature and training, they are compassionate and take the time to relay what patients say to their charts for the doctor’s or nurse practitioner’s attention.

Three or more customer service representatives are on duty most days to greet patients and answer the many telephone calls. A long-service representative, Naomi Lornes, will be retiring at the end of December. She will leave a legacy of genuine customer service.

## Naomi Lornes

### *Customer Service Representative*

Don’t be surprised if Naomi Lornes calls you by name after first meeting. “Up front here, the pleasure I get is being able to recognize a returning patient and call them by name. The patients get joy out of being recognized,” Lornes said.

Among other duties, Lornes schedules appointments for the clinic’s six providers. She welcomes new patients, matching them to the most appropriate physician or nurse practitioner. “I am continually amazed at the distance some travel from other counties and even other states to be served here. They are attracted to the warm and caring environment of our clinic,” Lornes said.

Naomi Manuel Lornes grew up in the Enville-Ran community of Love County. She worked for two employers– the cookie shop for 32 years followed by the clinic for 13 years. She switched jobs during a period the cookie factory was closed. “I wasn’t ready for free time when that happened, but after 45 years of work, I have a much better plan for retirement today,” Lornes said.



*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*

