

Recognizing Outstanding Service Excellence



Roni St. John

Community Hematology Oncology

Pat Cosgrove from the Knight Cancer Institute and Community Hematology Oncology submitted the following nomination...

I would like to nominate Roni for a Golden ROSE Award for her exemplary customer service. We received a complaint which had been transferred from department to department from a cancer patient who had qualified for financial assistance from both OHSU and Legacy and was continuing to be billed by third parties. I requested Roni's help in resolving the matter. She was able to work with a diagnostic imaging vendor, Legacy Lab, an infusion pump company, and our own hospital and FPP billing areas to get them to either write off their charges for this patient or smooth the way for the patient to provide additional financial hardship information (down to obtaining the application and providing the addressed, stamped envelope). Several of these were charges outside of our control but Roni doggedly advocated on behalf of this patient while demonstrating exceptional professionalism in dealing with his frustrations with the system. In the end, charges in excess of \$4000 were able to be written off through Roni's efforts. I only hope that if I or any of my family need help in this type of situation, someone like Roni with her excellent customer service orientation and strong determination for problem-solving, is available to act on our behalf. Kudos for a job well done, Roni.

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