

Recognizing Outstanding Service Excellence



**Hope Suggit
Registration**

Hillary Pawulak, from Plastic Surgery, submitted the following nomination...

There is a patient who was referred to OHSU, by a maxillofacial surgeon in Bend, OR, who was unable to proceed with a somewhat emergency surgery, due to the fact that the patient did not have health insurance (the patient would have had to pay out of pocket, upfront, in order for this surgeon to proceed with surgery).

This surgeon suggested that the patient contact OHSU and apply for our financial assistance program. The patient did so, and our clinic scheduled him to consult with one of our surgeons. The patient sent their financial paperwork to registration, and I left a message for Hope (who was listed as processing the paperwork) to give her the heads up. I requested that she notify me if she would be able to approve the patient for assistance, so that the patient could get an estimate of medical expenses. Hope got back to me within 30 minutes and took the bull by the horns! She absolutely did not have to give this patient priority, as she is undoubtedly very busy (and turn around on application approval is usually 5-10 business days), BUT she did, and now the patient's visit is going to be covered! She even contacted me later in the day to let me know that the application was approved, and at what percentage. This is why OHSU is such an amazing facility to work for, because people like Hope, go out of their way to help support Oregonians! Thank you Hope!



Award Recipient - April 2010