

Recognizing Outstanding Service Excellence



Joseph Lavato
Healthcare Technical Solutions

Lalita Ham from Healthcare Integrity submitted the following nomination...

Our department recently asked Joseph for information about setting up the electronic fax system for our department. In less than 24 hours, Joseph had set up the system for three users in our department, answered multiple emails with a variety of questions, continued to explain and respond professionally and quickly to our questions and requests, and suggested and implemented an additional feature for our department. The additional feature Joseph suggested and then set up for us was inbound faxing. We weren't aware that the cost would be incredibly low with only a onetime fee, and would mean we could get all of our faxes emailed to us as PDFs. Because he set up both out and in bound faxing for us (something we didn't know was possible, simple, and inexpensive) we can discontinue our fax line and save money. It will save us time as well; as we would have scanned most faxes we get and saved them electronically anyway, so it removes that step for us. This move to electronic faxing will save us money in fax and printing costs, as well as make our department more efficient and provide extra assurance that required and time sensitive information we send will be received on time. Joseph's superb service has given us a way to be both more effective and accurate in our work.

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