

Employee Spotlight

Kathy Wiene

Patient Representative

If you ask Kathy Wiene, when she began her career in the medical field, she'll light-heartedly respond, "When I became a mother, using the same home remedies my mother used." Also, if you ask her what makes her job rewarding, she'll say, "Bringing a smile to people's faces." Perhaps it is this attitude that inspires Kathy to demonstrate the outstanding customer service that earned her this recognition award.

Several weeks ago, Kathy observed a hospital-admitting clerk struggling to answer a billing question. Kathy approached the clerk, asked if she could help and then resolved the issue. This is just another example of the great customer service typical of Kathy. She not only helped out the client and fellow staff member while she was an hour off the clock, she was even still in her exercise clothes from her post-work workout. Kathy even took the time to follow up with the client the next morning.

When she is not helping out customers, Kathy is with her friends and family or outdoors. She enjoys fishing, gardening, and the occasional flea market.



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