

August Peer to Peer Award



The employee which I have chosen, you may not see throughout the day. She's hidden in a room with other co-workers; however, she is heard by many of our patients on a daily basis. I have the privilege and others as well to her from her when she transfers patients via telephone. She is very helpful and sensitive to our patient's obstacles such as a language barrier. She probes and identifies their needs and transfers the call to the appropriate department or co-worker. I've received numerous compliments from our patients about her. They state that Alicia has a calm soothing voice and they never feel rushed when they call Our Health. Thank you Alicia Banda, Call Center at Our Health/Nuestro Centro de Salud for all you do! The award was presented to Alicia by Stella Romero last month's Peer to Peer Award recipient.