



Established 1972

By and For the People of Love County

**Richard Barker,
Administrator**

**Ambulance Emergency
911**

**Clinic Appointments
276-2400**

**Hospital Information
276-3347**

**Adult Day Center
276-1542**

**Community Resources
211**

**Domestic Violence Help
276-2042
Hotline - 226-6424**

**Growers Market
276-9410**

BUSINESS OFFICE DIRECTOR FINDS THE BETTER WAY

On the business side of the hospital is a team of people who believe deeply in the patient services they provide. "We are not on the nursing floor tending to patients or practicing medicine, but we are collecting from the proper payers to sustain that," says Connie Graham, business office director.

"It's a ministry. Our team is committed to helping patients feel better when they come to the business office by treating them the way we would like to be treated at a business."

Connie Graham Business Office Director

Curiosity sparked Connie Graham's progress over 25 years in the hospital business office and her rise to department director. "I like to know how processes work from A to Z. When you know details you're better at finding answers. You always feel there's a way to better help patients on payments and financial matters, Graham said."

It's the tough, hard-to-solve questions that come her way these days as she oversees a staff of three coworkers who handle billing, collections, and insurance company filings.

Graham held each of these jobs before becoming business office director. She also performs the accounts payable function and takes care of vendor's needs. She's been through at least three computer system upgrades and has qualified as a "super user" (lay instructor) in hospital software programs.

In the Leon community, Graham has been bookkeeper for the Leon Water District for 30 years. She worked for a number of years as secretary of Leon School. When the district closed in 1993 a school board member told her about an opening in the collections department of the hospital.

"It was exciting and different work. I was very thankful. I remember my interview with the administrator Richard Barker. He said, 'This is a democracy. We prioritize God, family, and work and find the balance among them.' The hospital lived by that then and we still try to live by it," Graham said.

"Everyone here is family," she added. "When one hurts, all hurt."



We're YOUR Hospital, Clinic and EMS

Mercy Health/Love County

300 Wanda - Marietta, OK 73448

www.mercyhealthlovecounty.com

*The Small-Town Hospital
with the Big Heart*

