



Credit & Collections Clerk

Paula Hopkins

Paula Hopkins has worked at ORHC for 26 years. During her first 10 months at ORHC she was the Credit Collector of Patient Accounts. She then spent 13 years as an insurance biller, and is currently back as the Credit Collections Clerk.

Paula's work begins at the end of a patient's healthcare experience. She is the contact for patient accounts when questions about billing arise. "I enjoy helping people understand their billing and insurance questions. I get to help take some of the burden off of the patients," Paula explained.

Paula takes payments in person and on the phone for the hospital, clinics, and Collaborative Lab Services. She answers the main phone line in the patient accounts department, gives financial assistance applications and occasional Medicaid applications, and gives estimates to patients.

Joyce Vonk, Director of Patient Accounts said, "Paula is the first person our customers have contact with when they call or come in to our Business Office. She is always willing to assist wherever needed and will make contact with a customer to help resolve any outstanding bills."

The Patient Accounts department is vital because patients like to be able to walk in and talk to someone in person. "Paula is a long time employee of ORHC and has created many relationships with employees and customers. Our customers like to have a familiar person when they call or come in to discuss their bill," said Joyce.

"I strive to be kind and think about how I want to be treated. Sometimes it's just patiently listening. Before I speak, I listen, empathize, and make eye contact," Paula shared.

ORHC appreciates Paula's patience and dedication to making all parts of the ORHC experience exceptional.