



Registration Clerk

Mary Ann Dickinson

Mary Ann Dickinson started in the ORHC pharmacy in 1999. She spent 11 years in the pharmacy, and has spent the last eight years in admitting as the Registration Clerk.

A typical day for Mary Ann starts with doing the census and overnight reports, registering patients for sleep lab, or registering any OB or ER admits. She monitors the switchboard after 8pm, paging any codes overhead, and contacting individuals for a particular unit if necessary. Mary Ann also looks over insurance audits and edits, and works on stats after midnight. She also begins registering one day surgeries when they start to come in early in the morning. "It is not strictly registration; we run backgrounds and reports on things," Mary Ann explained. There are usually lots of questions to answer for people."

Mary Ann is friendly to all the patients that come in to register. She is known for going above and beyond to help the patient with insurance, or any questions they have at check-in. "If we take a bad day out on them, they notice that," Mary Ann shared. "We are their first contact to the hospital, we are the ones they are going to remember. So it is vital that we are empathetic and listen to their needs."

"I enjoy the variety of the patients that I get to come in contact with, and the people that I get to work with. The overnight staff is close and we help each other." Mary Ann said.

ORHC is grateful that Mary Ann is a positive first contact that patients have when they walk into the hospital.