



Honoring our Medical Assistants

Embodying the mission through compassionate care



October 18 is observed as National Medical Assistants Day. The medical assistants at Center for Healing & Hope provide clinical and administrative support for physicians and other medical professionals by helping in the front office, drawing blood, administering vaccinations, taking patients' vital signs and much more. Today there are estimated to be over 190,000 medical assistants working in healthcare.



Beyond the day to day functions of patient care and administrative work, our medical assistants help set the tone for patients' appointments. They provide smiles to brighten your day, they provide an ear to hear your story, and they provide a shoulder to cry on. They embody the mission of CHH by meeting people's needs in a Christ-like manner, seeing the whole person, not just their condition. They build relationships and maintain a keen sense of how to

be both efficient and empathetic. The work can be demanding and requires immense accuracy and resilience. And through it all, our team strives to bring out the best in one another and to be a beacon of hope in the lives of those we serve.

"Letting people know they are seen, heard, and that we truly care takes a conscious effort," said Dr. Rose Gillin, medical director at CHH. Our medical assistants do a great job of representing our mission in this way. We talk a lot about instilling a culture of joy in our work. It brings me joy to serve the community alongside our compassionate team."

So, who are these amazing medical assistants?! We asked our team to answer some questions that shed some light on their "why" and some other fun facts so you can get to know them better. Enjoy!



Why did you choose to become a medical assistant?

Since I started studying Nursing in my country of origin, my goal was to help people with health needs. Here in Indiana I still can use my skills as a medical assistant, which brings me a great joy.

What do you like about working at Center for Healing & Hope?

The ability to help those underserved in our community.

Why do you feel the mission of Center for Healing & Hope is important to the overall health of our community?

I think if we want a strong community, we need healthy individuals to drive a good economy.

Favorite food

Mole, pozole

Favorite place to visit or that you'd like to visit

South Haven, MI

Favorite tv show or movie

Miracle of Cokeville



Why did you choose to become a medical assistant?

As a child, I always knew I wanted to be in the medical field. Hopefully soon, I can start on my RN journey.

What do you like about working at Center for Healing & Hope?

With all honesty, when I started working for CHH in May, I had no knowledge of what CHH has done and continues to do for the community. I am truly amazed at the afforded access to medical care that CHH provides. While rooming them, many patient have stated to me that they feel safe and cared for by the staff and

providers of CHH. I am honored to part of this team.

Why do you feel the mission of Center for Healing & Hope is important to the overall health of our community?

Patients feel safe and heard when coming to access medical care at CHH.

Favorite food

Anything with pasta

Favorite place to visit or that you'd like to visit

Haven't been, but I would love to visit Greece before I die.

Favorite tv show or movie

Law and Order:SVU



Why did you choose to become a medical assistant?

I chose to become a medical assistant because I find the satisfaction in helping patients and changing their lives for the better.

What do you like about working at Center for Healing & Hope?

The organization's values and mission

Why do you feel the mission of Center for Healing & Hope is important to the overall health of our community?

I feel the mission of Center for Healing & Hope is important because our overall community has minimal resources and find it difficult to ask for help.

Favorite food

Seafood

Favorite place to visit or that you'd like to visit

Colorado mountains

Favorite tv show or movie

The Big Bang Theory

**Why did you choose to become a medical assistant?**

Seeing my parents struggle going to doctor offices that didn't have bilingual staff back in the day and my parents not speaking English was hurtful. As I got older I realized that I could make a difference being bilingual. In high school I got the opportunity to attend the Career Center for medical assisting and I truly enjoyed it. Then, I went through cancer and once again saw there wasn't many bilingual nurses or medical assistants at the time and that once again fueled my goal to be a medical assistant.

What do you like about working at Center for Healing & Hope?

The fact that I get to help the Hispanic/Latino culture in their native language. That patients feel safe/secure with our care because we can offer it in Spanish.

Why do you feel the mission of Center for Healing & Hope is important to the overall health of our community?

It's important because we focus on quality patient care at lower cost where the patient feels like they can come here without the fear of price or being sent to collections. But most importantly we do it with putting the patient first and their

needs first above price.

Favorite food

Italian pastas

Favorite place to visit or that you'd like to visit

I would like to visit Egypt. My favorite place to visit is Disney in Orlando, Florida because my dad always said if I made it through cancer that he would take me, and we do our family trips there.

Favorite tv show or movie

Crime shows/The Notebook

Want to leave a message of gratitude for our wonderful medical assistants?
Send your message to info@chhclinics.org, mail a card to **400 W. Lincoln Ave. Goshen, IN 46526**, or leave a comment when [making a donation in their honor](#) and we will make sure they get the message!

Tune in next month for another story!

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