



# EMPLOYEE OF THE MONTH



## JACINTHA NICHOLSON

AT EAST ORANGE  
GENERAL HOSPITAL

SINCE  
5/11/2009

### MARCH 2016

The Employee of the Month for March is Jacintha Nicholson, Patient Access Associate in the Patient Access Department. Jacintha has been with East Orange General Hospital since 2009.

Jacintha works with Behavioral Health to register patients, and she is knowledgeable about all aspects and responsibilities in her area. She works closely with many hospital departments to ensure that patients receive clear instructions and a high level of customer service. Whether it is interviewing patients to obtain information or just listening, the service she provides is invaluable.

Jacintha approaches everyone with respect. She is very energetic, dependable, and hard working. Jacintha is always willing to lend a hand without hesitation and is a team player, routinely going above and beyond to assist her fellow colleagues when needed.

Jacintha is honest and adheres to the hospital's standards of integrity and professionalism, and patients and employees enjoy being in her presence. In addition to being a consummate employee, Jacintha took the initiative to become a certified PE Medicaid Application Counselor and she takes great pride in her effort to make sure that patients are enrolled in a health insurance plan to safeguard their continued care. In addition, Jacintha works diligently to conduct a daily reconciliation of hospital accounts for billing and reimbursement purposes. She is extremely accountable and responsive.

Jacintha's compassionate nature is routinely acknowledged and appreciated. She continues to exceed all expectations with her customer service skills and job responsibilities. The Patient Access Team is proud to have her as one of the front-line employees who patients meet when they come to the hospital for care.

Congratulations and keep up the good work Jacintha!