



EMPLOYEE OF THE MONTH



YUWANA MOORE

**AT EAST ORANGE
GENERAL HOSPITAL**

**SINCE
5/5/2005**

APRIL 2016

The Employee of the Month for April 2016 is Yuwana Moore, Patient Access Associate/ Insurance Verifier for the Family Health Center (FHC). Yuwana has been with East Orange General Hospital since 2005.

Yuwana is a dedicated employee with a pleasant demeanor who always acts with complete professionalism. Yuwana assists in the Family Health Center with billing, pre-registration and registration. In addition, she provides information and reports and assists with the daily operations of the FHC. Yuwana provides a high level of service and attention to detail that goes well beyond expectations.

As a frontline employee, Yuwana often is one of the first people to greet our patients at the FHC. She is compassionate in her approach, and, while working with the FHC physicians and staff, she tries to ensure that every patient has a good “patient experience.” The team respects Yuwana’s calm manner and harmonious nature.

Yuwana has been a great partner in the FHC’s recent restructuring, offering key insights that have broken down barriers and roadblocks to success. She has become a resource for others at East Orange General Hospital and is one of the first people to volunteer to assist whenever help is needed. Examples of her initiative and willingness to help include multiple occasions when she assumed additional projects while completing routine assignments, accommodating every request with professionalism and a positive attitude. She is a true asset to this organization.

Yuwana exceeds all expectations with her customer service skills and high level of performance. The Family Health Center is proud to have her as a key member of their team.

Congratulations to Yuwana on this well deserved honor!