



Celebrating TBRHSC's 20th Anniversary: *Tell us your story*



Name of your Program/Service:
Patient Billing

Name and title of submitter:
Nathalie Dube Manager

1. Briefly describe your program/service.

Our department takes care of all patient related billing whether to OHIP, out of province billing, out of country billing, WSIB or private insurance companies. We also take in any payments made to the hospital.

2. How has your program/service grown or evolved over the past 20 years?

Over time different method of submitting claims have evolved. Payment methods have also evolved with technology. The process of obtaining all the information required remains the same.

3. What is your most cherished accomplishment, milestone or memory?

During the last year my team has had to deal with working short staffed due to illnesses or employees moving on to new challenges. We have also dealt with the unexpected death of one of our team member. This team has bonded together and worked together to keep things afloat. I have had employees who are just casuals work full time for months and regular employees put in extra hours to help keep the office going. Even though we have struggled to keep current, everyone has helped each other whenever they could. They have been there for each other not just on a professional level but also on a personal level. Loosing someone you have worked with for over 10 years is difficult and everyone felt the grief. They have faced the challenges with smiles on their faces and have kept up each other's spirits. They have been able to surpass my expectations and continue to do so. Each and every one of them have gone above and beyond what has been expected of them and continue to do so. I am very proud of what they have done and I'm very proud to be a part of this team.