

THE Importance of Caring

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my journey into health care



Micheala Sepulveda

SCHEDULER

Some people say that “life takes you to unexpected places, but love brings you home.” Micheala Sepulveda found her home with Columbus Community Hospital’s centralized scheduling department.

For Sepulveda, family means everything to her. She enjoys being with her family in her downtime and attending as many of her children’s activities as possible. It was important for her to find a career that allowed her to help others with coworkers who felt like family.

The Columbus native first started at the hospital in June 2017 in the hospital’s radiology department, before becoming an insurance coordinator in 2019. In this role, she was responsible for receiving pre-authorization from the patients’ insurance companies for computerized tomography (CT) and magnetic resonance imaging (MRI) scans before scheduling the appointment.

Sepulveda worked in the radiology department for four years before leaving the hospital in January 2021 to pursue an opportunity to sell insurance with State Farm. She returned to CCH in January 2022 as a scheduler when the hospital’s centralized scheduling department started live scheduling.

“I left the hospital for about a year to try something different, and it was not the right fit for me,” she said. “I feel like the hospital is home to me, so I chose to come back to help patients in the best way I can.”

When Sepulveda arrives at CCH in the morning, she sets everything up so the department is prepared to begin answering phone calls at 8 a.m.

The scheduling team serves as the starting point for each patient’s care journey and greets them when they call to schedule their appointment.

The scheduler works with the patient to verify the physician’s order and gather the necessary patient information — currently, the team schedules appointments for the hospital’s respiratory, radiology and infusion departments.

Sepulveda said being bilingual in English and Spanish and her previous health care experience have benefitted her greatly.

“Over the years, I have worked in various clinics scheduling patients, so when I combine that experience with my time in the hospital’s radiology department, I have a vast knowledge of the procedures patients are scheduled for,” she said.

In addition to serving as a scheduler, Sepulveda is also part of the hospital’s Lean improvement team, which is focused on implementing effective processes and increasing value for our patients.

Now that CCH has a centralized scheduling team, patients only have one phone number to call when they need to schedule or reschedule appointments. The department has also decreased the need for phone transfers, the amount of confusion and the length of wait times for patients, which allows direct patient care staff members to focus on their patients.

Sepulveda is thankful for the training and resources she has received from the hospital to be the best employee.

“I would encourage anyone interested in health care to explore the variety of opportunities available,” she said. “It’s not always an easy field to work in, but it is one of the most rewarding areas.”

For more information on the hospital’s centralized scheduling services, visit columbushosp.org.