

THE Importance of Caring

APRIL 2020

my journey into health care



Cori J. Fullner, PRACTICE MANAGER

COLUMBUS ORTHOPEDIC & SPORTS MEDICINE CLINIC AND THE COLUMBUS CONCUSSION MANAGEMENT CLINIC

Cori J. Fullner hadn't planned on working in health care.

She was working in retail and newly married when she decided that she wanted something that offered better hours. That's when her friend, Sue Tillinghast, who was a former nurse of Dr. Nila Novotny's, suggested that she apply for a job at Columbus Family Practice as a receptionist.

Fullner got the job and embarked on a health care career that would eventually lead her to Columbus Community Hospital.

After working at Columbus Family Practice for five years in various roles in their front office, Fullner was approached about applying for the office manager position at CCH's Occupational Health Services.

"I got that job and the rest is history," Fullner said.

Fullner started working at CCH in January 1999 and she's spent the last 20 years in different roles and departments at the hospital. Throughout her time with CCH, she's worked for Occupational Health Services, as a credentialing specialist and with Wiggles and Giggles Therapy for Kids.

She's enjoyed each of these positions because they allowed her to learn new skills and connect with people both inside and outside of the hospital.

"I can honestly say that many of my past and current co-workers are dear friends and not many people can say that about their place of employment," Fullner said.

Her position at Wiggles and Giggles, in particular, allowed Fullner to connect with patients and their family members in a lasting way.

"The close relationships we developed with the children and their families were life changing," she said. **"Currently, I will run into some of the children and their parents in our community and I love catching up with them and seeing the progress those children have made."**

Though she enjoyed all of her previous positions at CCH, Fullner also appreciates her current position as practice manager for Columbus Orthopedic & Sports Medicine Clinic and the Columbus Concussion Management Clinic which she's held for about four years.

"I enjoy a fast-paced work atmosphere, a variety of job responsibilities and I like to keep busy. Our clinics provide all of that and more," she said.

As practice manager, Fullner is responsible for a variety of administrative tasks for both clinics. She manages the clinic's staff, schedules and employee evaluations, as well as communicates with, and does scheduling for, the clinics' six satellite clinic locations. She also prepares the annual capital and operating budgets, and over-

sees the clinics' business and financial affairs. Additionally, Fullner helps with physician recruitment and the credentialing process for providers, and publishes the monthly physician call coverage calendar, along with several other tasks.

"No two days are alike," she said.

In all of her duties, Fullner is well supported by CCH. She said hospital administration has allowed her to grow individually and as part of a team by fully supporting her continuing education and allowing her to attend seminars or workshops to improve her skills.

Though Fullner had not initially planned on going into health care, she's thankful she's been able to build a career in the field, and she encourages others to look into health care as well.

"Health care is a necessity in everyone's life," she said. **"The lives you can touch in a small or large way are unlimited."**

For more information on Cori Fullner or the clinics she manages, visit our website at www.columbushosp.org.