

## My First Meeting

Brandon Sparks



I attended my first employee meeting with Mid-West Cornerstone Healthcare in February 2007. There I spent a week meeting everyone involved nationally, acquiring the business aspect of servicing a customer. I learned that the ethics of their business is how the customer is treated and to work humbly and with integrity. I found the

speaker presentations to be informative and felt very good to be a part of it.

Mid-West Cornerstone Healthcare concentrates on the Midwest region but we are able to service the United States and working globally to service the hemophilia community through National Cornerstone Healthcare Services. Mid-West Cornerstone and NCHS work together to find new ways to make customers such as myself comfortable with the services and the company. I feel confident communicating our service to other people knowing they will get the best treatment.

As a consumer, being at the meeting taught me a lot. I learned office operations and what is necessary for proper delivery of services. I learned how to advocate and help customers become aware of their home supplies and risks of emergencies.

I discovered building strong relationship in the community and communicating how Mid-West Cornerstone operates would help customers understand our services and how we provide services with unity.

I can't convey enough how I was taught that good ethics are valuable traits. Mid-West Cornerstone Healthcare devotes time and necessary training to convey this message. A single person alone can't make the identity but has a very strong impact on the overall company. Genuinely treating the customer will make the big difference in the way people look at the business and I saw that everyone possessed unitary principles who I work with.

When it comes to Mid-West Cornerstone Healthcare there is no problem with empty promises or bad service. Of the many different companies I have dealt with for either myself or my nephew, I have found MWCH to be the best in service and customer satisfaction because of their commitment to the people and their ability to help those in need.

## Meet Norma Castaneda

Mid-West Cornerstone



**English:** Mid-West Cornerstone welcomes our new associate Norma Castaneda to our growing team. Norma will join us as our new customer service representative for the Midwest region and will assist our growing number of patients including the Spanish speaking community. Her past experience includes benefit management; claims handling; referral processing; and liaison

between patient and medical groups and physicians. She has also served on advisory boards for medical groups.

**Spanish:** Mid-West Cornerstone le da la mas cordial bienvenida a nuestra nueva empleada Norma Castaneda. Norma servira como representante al cliente para la región del oeste. Su experiencia incluye el manejo de beneficios; el proceso de reclamos de aseguranza; referencias a especialistas; asistencias con grupos medicos, pacientes y doctores. Con sus 11 años de experiencia, sentimos que sus contribuciones ayudaran a nuestras comunidades de habla hispana. Sus nuevas responsabilidades incluyen asistir a nuestros pacientes con preguntas sobre reuniones, eventos, y asistir en el conocimiento de nuestros pacientes con grupos locales de Hemofilia. Su servicio al cliente en la área de aseguranza y beneficios, nos dara la ventaja de asistirle en sus terapias; el reembolso de pagos a doctores; cordinación con médicos y clínicas. Ella le ayudara para que usted tenga la paz que usted se merece en saber que no se preocupara de esos detalles. Norma también ha viajado a través de varias partes de México para aprender la cultura y refinar sus habilidades en la idioma de Español. Acompañenos en darle la bienvenida a nuestra compania.

## HOW TO TALK TO YOUR HEALTHCARE PROVIDER ABOUT PAIN

Speak up! Let your healthcare provider know if you are in pain. Mention on a scale of 1-10 where it hurts. Medication may not be the sole solution but other remedies may alleviate a good portion or cause of the pain. Your provider will not know what you are experiencing if you don't speak up. Be prepared with questions, before your next appointment, by making a list.

Describe Your Pain

Cont.

-Do you have pain in one or several places? Does the pain seem to move around?

-What makes your pain better or worse? Is the pain always there, or does it go away sometimes? So does the pain get worse when you move in certain ways? Do other things make it better or worse?

-Describe what your pain feels like. Use specific words like sharp, stabbing, dull, aching, burning, shock-like, tingling, throbbing, deep or pressing.

-Explain how the pain affects your daily life. Can you sleep, work, exercise, and participate in social activities or concentrate? How is your mood?

-Tell your healthcare provider about past treatments for pain. Have you taken your medication or had surgery? Tried massage or meditation? Applied heat or cold? Exercised? Explain what has worked and what didn't.

American Pain Foundation  
210 N. Charles Street Suite 710  
Baltimore MD 21201-4111  
(888) 615-7246  
[www.painfoundation.org](http://www.painfoundation.org)

## Insurance Changes?

Insurance changes happen. This is a given, at some point in a person's life there will be a change to their policy.

Employers look at ways to save their company money but still provide group insurance. This is part of the annual budget. Throughout the year meetings take place by brokers of insurance firms to market corporations and help them cut costs. In stating this, employers may carve coverage or eliminate your service provider, creating a loss in choice.

To help you identify any changes we encourage you to read all information sent by your employer and insurance carrier in depth. Please do not hesitate to call Mid-West Cornerstone Healthcare with questions or concerns at (888) 487-9437 to identify if your coverage is at risk.

# THE FESTIVAL OF ARTS



Photograph by: Mark Law  
Rocky Mountains in Springtime

## **MID-WEST CORNERSTONE HEALTHCARE**

invites all to participate in our 2007 photograph competition. Awards will be given to our first, second and third place entries. Please send your photo in by August 31<sup>st</sup> 2007 to [anna@mwcornerstone.com](mailto:anna@mwcornerstone.com) in time for our next issue.



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