

Team Quinte Health: We All Make a Difference



Tracie Woodcox

Patient Registration at North Hastings Hospital

Tracie started at North Hastings Hospital on a casual basis about ten years ago as one of several jobs she juggled at the beginning of her career. She worked at many pharmacies and even helped her Dad on the side, driving tow trucks. Her hard work eventually led to a full-time job offer as a receptionist with a local family physician. She continued to help out on a casual basis periodically at the hospital. When the family doctor retired in 2017, she spent the next four years working part-time at the hospital, including at the COVID Assessment Centre and welcomed three sons into the world in short succession—Wyatt, Kole, and Chase. Tracie accepted a full-time position as a Patient Registration Clerk in May of this year.

Q: What's the difference between working here versus a larger hospital?

A: I like the variety of it. Here, it's not just patient registration; we do a bit of everything—reception, switchboard, giving directions, listening to what patients are experiencing and trying to defuse emotions when people are frustrated. I think working at a small hospital is more personal. I'm from here, so I know everyone, and they know me or my family. We can have a visit, and it makes them feel comfortable.

Q: What do you think of the new CT scanner?

A: We need it! You wouldn't believe how many people comment on the new CT scanner when they come into the hospital. They want to know all about it—where it's being installed and when it will be operating. It's so exciting.

Q: What is your favourite Quinte Health Value?

A: Imagine it's you. We always need to consider, "How would you like to be treated if you were coming here as a patient."

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