

Team Quinte Health: We All Make a Difference



Tara Hughes, Star Maughan, Erin Parks

Operating Room Bookings, Belleville General Hospital

Collectively, the four Belleville General Hospital OR booking clerks—Erin Parks, Tara Hughes, Star Maughan, and Sue Wilson (Sue was absent during Stacey's visit)—bring a wealth of professional experience gained from various roles within Quinte Health. Their diverse backgrounds encompass stints in Diagnostic Imaging, Health Records, Switchboard operations, unit communication, and even Security. This extensive experience provides them with insight into many different areas and a high level of expertise in communicating and collaborating with different teams.

In their pivotal role, these clerks often serve as the linchpin in the patient journey, quarterbacking the process as a patient's chart transitions from the surgeon's office to Pre-Op, Anaesthesia, and finally to Patient Registration in anticipation of the procedure day.

Q: What's one thing people might not know about your role?

A: "People don't realize that we don't actually pick patients' surgical dates. The surgeons' offices choose the dates. Patients will call us to rebook, and we need to refer them to the surgeon's office," said Tara.

Q: Which is your favourite Quinte Health value?

A: "Imagine it's you. My grandparents are ill a lot and I see them struggling with things, so I put myself in their shoes and try to look at anyone coming in the door as if it's them," said Star.

"I agree, imagine it's you," said Erin. "Not just at work, but in life—understanding goes a long way. You can fix a lot of things by understanding others' perspectives. Whether it's a patient or coworker, just try to empathize."

Q: What do you appreciate about your team?

A: "We can talk about anything. We can help each other manage workload but also help if something is going on at home," said Erin.

"We've grown together and worked in other departments together. I remember Erin's daughter going to kindergarten and now she's going off to university. We've had the opportunity to really get to know each other over the years," said Tara.

Q: What are some of your hobbies?

A: Erin: "I go golfing a lot. I'm new to golf but I love it."

Tara: "I like to travel with my family, and I like to play Bingo. I used to play Bingo with my grandmother when she was younger."

Star: "Our family likes camping and my son is in Beavers. My husband is a leader and I do behind-the-scenes fundraising. I also like baking."

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