

Welcome to
Better Health

A Weekly Update
for Asante Employees

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every day, every time.

ASANTE® News

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Asante Ashland Spotlight: Valerie Chamberlain

Valerie Chamberlain grew up in Heppner, Ore., and has worked in Patient Registration for the past seven years at Asante Ashland Community Hospital.



Why did you choose to work here?

After 30-plus years as sole proprietor of a janitorial business, I was ready for a change.

What co-workers do you rely upon?

I rely on everybody! Each day has surprises and challenges, and I really appreciate everyone who keeps me in the loop so I can facilitate house-wide communication. I work most often with the engineering team: Lynette Cool, Aaron Beamish, Kurt Hoepfner, Rick Megarit, Rick Keever, Dan Champion and Tom Rozett keep me apprised of what I need to know and what I need to do.

Which departments do you interact with the most and how?

Well, which department do I not interact with?! That is one thing I love about my job. I get to know so many great people in every department who work every day to make Asante Ashland Community Hospital excel.

What makes you excited about coming to work?

I feel it is a privilege to help people, answer questions, and direct callers in a way that makes them feel cared about and reassured. Also, to make my co-worker's day easier is a pleasure. It is always true: There is happiness in giving.

What would we be surprised to learn about your job?

Some people may think that a switchboard operator answers the phone all day. Thankfully, I have a lot of other duties that make each day fly by.

Who's your funniest co-worker?

Julie Strange [executive assistant to CEO Sheila Clough and Vice President of Nursing Susan Montgomery] consistently gives me a reason to laugh with her one-liners as she buzzes past my desk. She also is one of my many role models, prioritizing and getting things done. She looks at processes with an experienced eye and suggests little changes that make my job easier or more efficient.

What's one thing our patients have taught you?

That simple things mean a lot: Simply smiling, simply looking a person sincerely in the eyes and simply asking "What can I do to help?" These simple things make a huge difference for both of us — them and me — each day.

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