

## Reine Koussayer

**Reine Koussayer** has been working as a floor clerk at the Emergency Department of the Medical Center for the past five years. Although her job is to ensure that all charges are billed and supplies are well stocked, Reine goes well beyond the call of duty: her follow-up is exemplary so is her feedback to patients.

Reine is always punctual, joins meetings beyond her scheduled work hours and stays late to ensure everything is completed and under control. She also helped develop an online charging system that benefits the patients as well as the institution. Although her residence is in Jounieh, Reine was present on a daily basis during the July 2006 war, doing her job in addition to covering for the absence of colleagues who could not reach AUBMC.

Reine is also a great communicator and problem solver, and always with a smile on her face! She always takes responsibility and initiative in finding a solution to the various issues that her department has to deal with on a daily basis. She pays close attention to detail and this has prevented several costly mistakes from happening.

Reine is patient with her “customers”; she takes the time to explain lab and x-ray results to the patients and goes out of her way to complete the admission papers for those who need her help. One of the doctors describes her as “worth a resident in [his] own eyes”. Another administrator added that “the institution would be a better place if it was filled with clones of Reine Koussayer. [Then] our patients would receive the best care available anywhere in the world”.