



Customer service secrets revealed by Chris Cannon

Chris Cannon enjoys a thoughtful present as much as the next person. But giving... that's when Lincoln Hospital's Billing Supervisor kind of goes off the deep end.

"I love to give," says Chris with that trademark smile — you know, the one she give strangers and friends alike in the halls of Lincoln Hospital. With 20+ years in the front office and billing to her credit, Chris has plenty of customer experiences to make her an expert. So what is her best advice on winning friends and gaining patient influence?

"Give," she says.

And she means it. "Each patient needs to feel like they're the only patient we have," she says earnestly. "When they come in, they don't feel good, they're upset or scared. Even if they're mad, we need to show them encouragement. That's what I like about the front office. We set the pace for the patient stay when they come in."

One of the best ways she's found to encourage patients and staff alike is through prayer. "I'm a prayer warrior," she admits with a laugh. "At work or at home, I just pray things through. Jesus is a part of me. He's in my heart and yes, I have a servant's heart. I care about people. It's why I exist."

That servant's heart allows her to show compassion to that frightened patient and to fight for them when things go wrong.

"In billing, you have to know all your insurance contracts inside out. You have to know all about the patient's benefits and when they get turned down for reimbursement, you fight for them," says Chris, admitting she's lost that beloved smile a time or two. "I do get upset when insurance companies refuse to honor a patient's benefits. That's the only time I get mad. Those people paid for coverage and deserve it. I like being their advocate and helping them when they're down."

Not only does Chris like going to bat for her billing patients, but she truly enjoys going that extra mile for her LTC residents. Moonlighting as an NA-C, Chris finds satisfaction in caring for the nursing home residents. "I love my seniors. I find myself enjoying them all the time. I love to bring them comfort and care. Listening to them is important. I love talking to them."

She also brings them Avon products. A long-time Avon representative, Chris always has a lotion in her pocket to soothe a resident's hands. She even donates gift bags full of Avon products for the annual Celebrate Life Pageant. "It's giving. I just love to give," she smiles.

And giving her time is most important. "I told Darci when I got the supervisor job that I'd give her 110% because that's what she's given me. I feel like I've got the best of the best for a boss and co-workers. They make it easy to give."

