

Practice makes perfect, so practice
AIDET every day!

Acknowledge

First step in forming a relationship with the patient. Be attentive to and greet your patient in a positive manner with a warm and friendly smile.

Introduce

Upon introduction give the patient your name and the purpose for the encounter.

Duration

Manage the patient's expectations by educating them about the length of time a particular procedure or request will take. Better to over-estimate than under-estimate.

Explanation

Make sure the patients are knowledgeable and involved in their treatment. Use easily understood terms when providing information.

Thank

Thank patients for waiting, providing information, choosing your facility, etc.

Some extensions are direct lines:

703- for 17__ numbers

778- for 36__ numbers

VVRMC Email
firstname.lastname@vvrmc.org

Val Verde Regional Medical Center

Phone Directory

January 2013



Care to Trust.

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VVRMC SAFETY CODES

Code Red	Fire
Code Black	Bomb Threat
Code Grey	Disaster
Code White	Armed Intruder
Code Green	Security
Code Pink	Infant/Child Abduction
Code Silver	Adult lost/eloped
Code Blue	Cardiac/Respiratory Arrest
Code Orange	Hazardous Material release
Code Decon	Decontamination Team needed
Code Yellow	Utility Failure
Code Helper	Difficult Delivery
Code 3	Telemetry needs checking
Code Brown	Bad Weather



Remember...

Hand washing is the single most effective way to prevent the spread of germs!

FAX NUMBERS

2 nd Station	_____	775-1245
4 th Station	_____	775-1245
Administration	_____	775-7690
Admitting	_____	774-2001
Amistad Med. Prof.	<u>1200 Bedell Ave.</u>	778-3801
Amistad Med. Prof.	<u>1801 Bedell Ave.</u>	768-9234
Biomedical	_____	778-3621
Cardiac Cath Lab	_____	768-4834
Case Management	_____	778-3623
Day Surgery	_____	703-1706
Day Surgery	_____	778-3696
Emergency Dept.	_____	778-3695
EMS	_____	774-2416
General Accounting	_____	778-3638
Hospice	_____	774-2485
Hospital Solutions, Inc.	_____	778-3787
Human Resources	_____	768-2630
Intensive Care	_____	774-4844
Laboratory	_____	774-5037
Lab Outpatient	_____	778-3710
Main (Pt. Accts.)	_____	775-6632
Materials Management	_____	775-6990
Medical Records	_____	774-3583
Medical Staff Service	_____	768-2212
Nursing Administration	_____	778-3684
Patient Accounts	_____	775-6632
Plant Operations	_____	778-3753
Quality Mgmt.	_____	778-3661
Radiology	_____	774-4599
Rehab	_____	774-0549
Respiratory	_____	774-1865
Risk Management	_____	703-1704
Santa Rosa Lab	_____	778-2831
Staff Development	_____	778-3657
Surgery	_____	778-3792
Trauma Coordinator	_____	778-3634
Val Verde Health Clinic	_____	774-2394
	_____	774-3534
Women's Center	_____	774-1806

Language Line Service/Interpreter Service 800-752-6096

VVRMC Email
firstname.lastname@vvrmc.org

LEADERSHIP TEAM

Administrator / CEO	_____	1749
Admitting & Registration	<u>Rose Van Norman</u>	3671
Anesthesia Services Manager	<u>Becky Alexander</u>	3781
Biomedical	<u>Nick Maresh</u>	1712
Case Mgmt.	<u>Ninfa Price</u>	3678
Chief Financial Officer (CFO)	<u>Tom Grimert</u>	3610
Chief Nursing Officer (CNO)	<u>Victoria Barnthouse</u>	1746
Controller	<u>Maribel Hernandez</u>	3613
ED Manager	<u>Letty Ortiz</u>	3659
Emergency Medical Services	<u>Ramon Castro</u>	1700
EMS Academy/ Education	<u>Susie Jechow</u>	3665
Environmental Services	<u>Frank Maldonado</u>	3616
Food Service	<u>Frank Maldonado</u>	3655
Geropsych Service Dir.	<u>Jaime Ortiz</u>	3729
Hospice	<u>Bonnie Henderson</u>	7688
Human Resources Dir.	<u>Leigh Ann Qualia</u>	3722
Infection Control	<u>Melinda Marchlewicz</u>	3676
Information Technology	<u>Les Hayenga</u>	3691
Intensive Care Unit	<u>Falan Durbin</u>	3654
Laboratory	<u>Wayne Allen</u>	3641
Laundry	_____	3750
Materials Management	<u>Dennis Hebner</u>	1738
Medical Staff Services	<u>Gloria Ziegler</u>	1745
Medical Records	<u>Betty Clark</u>	3620
Medical/Surgical Unit	<u>Jackie Lockett</u>	1727
Nursing Informatics/Nurse Educator	<u>Jureza Parrack</u>	3635
Patient Accounts\Business Office	<u>Rose Van Norman</u>	3718
Patient Advocate/Auxiliary	<u>Cookie Gulick</u>	3650
Pharmacy	<u>Irma Chapa</u>	3675
Plant Operations	<u>Brett Chapman</u>	3750
VP of Operations	_____	3607
VP Community Service/Hospitality	<u>Francine Pina</u>	3651
Quality Management	<u>Shirley Adriance</u>	3656
Radiology	<u>Pina Calderon</u>	3672
Rehab Therapy	<u>Balde Briones</u>	3727
Respiratory Care	<u>Gayla Satterfield</u>	1728
Risk Manager	<u>Kathy Fletcher</u>	3658
Security Services	<u>Rudy Ortiz</u>	2222
Surgery	<u>Mary Sartor</u>	3680
Sr. Dir. Outpatient Services	<u>Adrian Larson</u>	7477
Sr. Dir., Revenue Cycle	<u>Francis Ontiveros</u>	3715
Trauma Coordinator	<u>Clover Johnson</u>	3688
Women's Center	<u>Michelle Fontenot</u>	1736
Amistad Med. Prof-Clinic Ns. Mgr	<u>Cecilia M. Lozano, RN</u>	768-9263

ADMINISTRATION

Administrator	_____	1749
Administrative Assistant	<u>Mari Acosta</u>	1740
Project Manager	<u>Brandon Elmer</u>	3818

ANESTHESIA

Anesthesia Services Manager	<u>Becky Alexander</u>	3781
Chief CRNA	<u>David Alaniz</u>	3782
OB CRNA	<u>L. Zadorozny/R. Murray</u>	3681

ADMITTING & REGISTRATION

Manager	<u>Rose Van Norman</u>	3718
General Admitting	_____	3601, 3602, 3603
Ins. Auth./Financial Counselor	<u>Patricia Rodriguez</u>	1730
ED Lead	<u>Patricia Rodriguez</u>	1730
Express Check In Clerk	_____	1189
Patient Liaison-ED	_____	3701
Admission Coord./Admitting Lead	<u>Jamie Gonzalez</u>	3653

BIOMEDICAL

Biomedical Director	<u>Nick Maresh</u>	1712
Biomedical Technician	<u>Floyd Willis</u>	3667
Biomedical Technician	<u>Jerry Hackemesser</u>	3599
Work Order Hotline	_____	6665

CASE MANAGEMENT

Director of Case Mgmt.	<u>Ninfa Price</u>	3678
Case Mgr./Swing Bed Coord.	<u>Vera Fisher</u>	3778
Discharge Planner	<u>Olga Gomez</u>	1713
Clinical Doc. Improv. Spec.	<u>Sheri Weathersbee</u>	3948
Revenue Integrity Nurse	<u>Aracely Torres</u>	3713

CHAPLAIN

Director Pastoral Services	<u>Marvin Wood</u>	2253
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CLINIC COORDINATOR

Clinic Director	<u>Adrian Larson</u>	3709/7477
Nurse Practitioner/APN	<u>Jerri Hoehn</u>	775-7555

CONFERENCE ROOMS

Administrative Conf. Room	_____	1620
Board Room	_____	6690
CPR Room	_____	2237
Education Conference Room	_____	1650
Lab Conference Room	_____	2236
Memorial Conference Room	_____	1630
Outpatient Conference Room	_____	5566
Am. Cancer Soc. Resource Room	<u>Amanda Warfield</u>	3852
OB Conference Room	_____	3389

PHYSICIAN BEEPER / WEB LIST

Dr. E. Abbott	_____	787-0158
Dr. G. Box	_____	787-0027
Dr. A. Cadena	_____	787-0159
Dr. V. Cadena	_____	787-0148
Dr. M. DiBlasi	_____	787-0099
Dr. T. DiBlasi	_____	787-0109
Dr. I. Floyd	_____	622-3187
Dr. J. Gutierrez	_____	787-0121
Dr. T. Lindsey	_____	787-0100
Dr. M. Manning	_____	787-0029
Dr. N. Musquiz	_____	787-0160
Dr. M. Salama	_____	787-0115
Dr. S. Taylor	_____	787-0034
Hospitalist	_____	787-0136

EMPLOYEE BEEPER LIST

Chaplain	<u>Marvin Wood</u>	787-0032
Chaplain	_____	787-0123
CRNA	<u>David Alaniz</u>	787-0161
CRNA	_____	787-0157
Diag. Imaging	<u>Margie Andrade</u>	787-0114
Environ. Dir.	_____	787-0162
Risk Manager	<u>Kathy Fletcher</u>	787-0113
Plant Operations Call	_____	787-0153
MIS on call	_____	787-0133
Hospice	_____	787-0151
Hospice Nurse	_____	787-0117
L&D CRNA	<u>Robert Murray</u>	787-0126
Surgery on-call	787-0156, 787-0144, 787-0146 787-0157, 787-0154, 787-0139	
Pre-Assessment Nurse	<u>Eva Prado</u>	787-0149
Patient Educator	<u>Liz Partida</u>	787-0110
Respiratory on call	_____	787-0131
Rapid Resp. Leader	_____	787-0024
Case Mgmt.	<u>Ninfa Price</u>	787-0107
Case Mgmt.	<u>Vera Fisher</u>	787-0026
Social Services	<u>Olga Gomez</u>	787-0135

PHYSICIANS

Office Numbers Direct Ext. Fax Number

Dr. E. Abbott	<u>774-5517</u>	7466	<u>774-7439</u>
Dr. G. Astudillo	<u>768-4800</u>	7479	<u>768-4844</u>
Dr. M. Barrett	<u>774-2505</u>	7477	<u>774-2394</u>
Dr. G. Box	<u>703-1733</u>	1733	<u>778-3777</u>
Dr. D. Chartrand	<u>775-1272</u>		<u>774-0520</u>
Drs. A. & V. Cadena	<u>775-8700</u>	7495	<u>775-8711</u>
Drs. M. & T. DiBlasi	<u>703-8555</u>	7470	<u>703-8334</u>
Dr. A. Faniku	<u>768-4800</u>	7479	<u>768-4844</u>
Dr. C. Faz	<u>778-5439</u>		<u>778-5400</u>
Dr. K. Fesler/J.Sanders	<u>775-8566</u>	1117	<u>778-6679</u>
Dr. I. Floyd	<u>774-2505</u>	7477	<u>778-3801</u>
Dr. C. Galindo	<u>775-0512</u>	7473	<u>775-1888</u>
Dr. J. Gutierrez	<u>775-1166</u>		<u>774-0520</u>
Dr. A. Laing	<u>774-5534</u>	7480	<u>774-0890</u>
Dr. T. Lindsey	<u>774-2505</u>	7477	<u>774-2394</u>
Dr. M. Manning	<u>768-9200</u>	7456	<u>768-9291</u>
Dr. N. Musquiz	<u>775-9505</u>	7469	<u>774-0823</u>
Dr. J. Oviedo	<u>768-9200</u>	7482	<u>768-9297</u>
Dr. W.Pitt	<u>768-4800</u>	7479	<u>768-4844</u>
Dr. C. Rigney	<u>774-2505</u>	7477	<u>774-2394</u>
Dr. M. Salama	<u>768-9200</u>	7456	<u>768-9293</u>
Dr. M. Shafiu	<u>774-4723</u>		<u>774-4726</u>
Dr. S. Snider	<u>774-2505</u>	7477	<u>774-2394</u>
Dr. S. Taylor	<u>775-5800</u>	7460	<u>775-8811</u>
Cardiologist	<u>778-3800</u>	3666	
Physician Lounge		1260	
Physician Library		1261	
Family Care Clinic	<u>774-4094</u>		<u>774-5066</u>
MCOA	<u>775-7271</u>		<u>775-2760</u>
San Felipe Clinic	<u>768-4800</u>	7479	
Amistad Med. Prof (Adrian/Rachel)	<u>768-9200</u>	7456	<u>768-9290</u>
Amistad Med. Prof. Lab	<u>768-9201</u>	7455	<u>768-9251</u>
United Medical Center	<u>774-5534</u>	7480	
Val Verde Renal Clinic	<u>774-3031</u>	7462	
Amistad Medical Prof. (1200 Bedell Ave.)	<u>778-3800</u>	3800	<u>774-2394</u>
Nursing Supervisor			<u>734-6587</u>

DIALYSIS

Dialysis	<u>774-3031</u>	7462
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EMS ACADEMY

EMS Academy Director	<u>Susie Jechow</u>	3665
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EMERGENCY DEPARTMENT / FAST TRACK

Nurse Manager	<u>Lety Ortiz</u>	3659
Trauma Coordinator	<u>Clover Johnson</u>	3688
Emergency Admitting	_____	3604,3662
Emergency Room	_____	1100,1702
Emergency Room Clerk	_____	3604
Emergency Room Lounge	_____	2247
Emergency Room Physician	_____	1107
Fast Track	<u>Registration</u>	3662
Fast Track Clinic	_____	2255
Emergency Family Room	_____	1640
ER Liaison	_____	3701
ER Clerk	<u>Gabby Perez</u>	3350

EMS

EMS Director	<u>Ramon Castro</u>	1700
EMS Dispatch	_____	1701
EMS Department	_____	2201,2200
EMS Education Coordinator	<u>Susie Jechow</u>	3665
EMS Shop	<u>Steven Semmler</u>	3617

ENVIRONMENTAL SERVICES

Environ./Laundry Services Director	_____	3750
Environ. Svs. Manager	<u>Frank Maldonado</u>	3616

FINANCE / GENERAL ACCOUNTING

Chief Financial Officer	<u>Tom Grimert</u>	3610
Controller	<u>Maribel Hernandez</u>	3613
Asst. Controller	<u>Amy Childress</u>	3612
Sr. Accountant	<u>Mayra Herrera</u>	3747
Accountant I	_____	3614
Accountant I	<u>Sarah Rafter</u>	3611

FOOD SERVICE / CAFETERIA

Food Service Director		3655
Food Service Assistant	<u>Brenda Iglesias</u>	3652
Cafeteria	<u>Dining Room</u>	1112
Cafeteria	<u>Cashier</u>	1114
Dietician	<u>Krystal Flores</u>	1300
Dietary	<u>Food Service</u>	1156

GEROPSYCH SERVICES

Psychiatric Ser. Director	<u>Jaime Ortiz</u>	3729
Clinic Office	<u>Sonia Maldonado</u>	3629, 7489
Therapist	<u>Richard Maldonado</u>	2505
Session Room		2502
Office		2503

HOSPICE

Hospice Director	<u>Bonnie Henderson</u>	7688
Hospice	<u>Christy Rodriguez</u>	7686
Hospice		774-4580

HOSPITAL SOLUTIONS INC.

Eligibility Specialist	<u>Marysol Musquiz</u>	1165
	<u>Ana Ryan</u>	1719
	<u>Sylvia Perez</u>	1166
Health & Human Services Comm (HHSC) Medicaid	<u>Letty Briones</u>	1705

HUMAN RESOURCES

VP of Operations		3607
Human Resources Director	<u>Leigh Ann Qualia</u>	3722
Benefits Tech.	<u>Beverly Quintana</u>	1716
Human Resources Asst.	<u>Esther Davis</u>	3850
Employment Assistant	<u>Juanita Barrera</u>	3762

INFECTION CONTROL

Infection Control Director	<u>Melinda Marchlewicz</u>	3676
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INTENSIVE CARE UNIT

Intensive Care Unit Manager	<u>Falan Durbin</u>	3654
Intensive Care Nurse Station	<u>Unit Clerk</u>	6653
Intensive Care Nurse Station		1703, 6654
Intensive Care Unit		6655, 6656, 6657
ICU Auxiliary Waiting		6685

SPECIAL PROCEDURES

Special Procedures	<u>H. Cruz/R. Andrade</u>	3757
Control Room		2256

STAFF DEVELOPMENT

EMS Academy Director/Education	<u>Susie Jechow</u>	3665
Staff Dev. Coordinator	<u>Kiki Luna</u>	3632
Informatics Spec./ Nurse Educator	<u>Jureza Parrack</u>	3635

SURGERY / DAY SURGERY / ANESTHESIA / CRNA

Surgery Manager	<u>Mary Sartor</u>	3680
Surgical Services Manager	<u>Joann Garcia</u>	6030
Surgery Secretary	<u>Gilda Hipolito</u>	3660
Day Surgery Nurse Station		1726, 6694
Inventory Specialist	<u>Johnna Antu</u>	6060
Surgery Central Sterile	<u>Roy Rodriguez</u>	6061
Surgery Decontamination		6061
Surgery Lounge		6658, 6659
Surgery Men's Locker Room		6624
Surgery Pre OP		6642
Surgery Recovery Room		6643, 6644
Surgery Waiting Room		2279
Pre-Assessment Nurse	<u>Eva Prado</u>	3687

VAL VERDE HEALTH CLINIC

Physician Assistant	<u>Linda Shinn</u>	7477
		830-775-7555

WOMEN'S CENTER

Women's Center Manager	<u>Michelle Fontenot</u>	1736
L&D Nurse Station		3388, 1711, 3380
Nursery		3320
Nursery – Nurse Station		1710, 3330
Post Partum Nurse Station		3370, 3371
Special Care Nursery		1709, 3373
C-Section Room		3375
Doctor's Lounge		3312
Nurse's Lounge		2254
CRNA	<u>L. Zadorozny/R. Murray</u>	3681

RADIOLOGY

Radiology Director	<u>Pina Calderon</u>	3672
Radiology	<u>Clerks</u>	1743, 1121
Diag. Imaging / Nuclear Med	<u>Pina Calderon</u>	3673
Radiology CT Scan	<u>One Ortiz</u>	3640
Radiology MRI	<u>Manuel Prado</u>	3770
Radiology Ultrasound	<u>Nora Rios</u>	1115, 1124
Team Radiology	<u>Maria Flores</u>	3674
Radiology Lounge		2212
Film Room		1122
Mammography		1105
Radiologist	<u>J. Sanders/K. Fesler</u>	1117
Radiology Transcription		2217

REHAB./PHYSICAL THERAPY

Rehab Director	<u>Balde Briones</u>	3727
Rehab Front Desk	<u>Mary Riojas</u>	1729, 2230
Rehab Secretary	<u>Edna Biscaino</u>	3827
Occupational Therapy Gym		2226
Physical Therapy Gym	<u>B. Briones/A. Vargas</u>	2241, 2243
Speech Pathologist	<u>Kathryn McWilliams</u>	1715
Whirlpool Room		2220
Wound Care Room		2242
Pedi Room		2229
Staff Lounge		2227

RESPIRATORY CARE

Respiratory Director	<u>Gayla Satterfield</u>	3639
Respiratory Secretary	<u>Nena De La Cerda</u>	1742
Respiratory Care	<u>Techs</u>	1126
Respiratory Care Lounge		1129

RISK MANAGEMENT

Risk Manager	<u>Kathy Fletcher</u>	3658
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SANE

SANE Nurses	<u>Clover Johnson</u>	6680, 3719
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SECURITY

Security	<u>Rudy Ortiz</u>	2222
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INFORMATION TECHNOLOGY

IT Director	<u>Les Hayenga</u>	3691
COMPUTER SUPPORT LINE	<u>Justin Seavey</u>	2291
IT Computer Tech.	<u>Gilberto Tovar</u>	2290
Systems Administrator		3891

LABORATORY

Lab Director	<u>Wayne Allen</u>	3641
Lab Secretary		3642
Lab Autopsy		1145
Lab Blood Bank		1254
Lab Chemistry		1157
Lab Hematology		1143
Lab Microbiology		1144
Lab Phlebotomist		1154
Lab Q/C Supervisor	<u>Rosa Rubio</u>	1255
Lab Q/A Supervisor	<u>Rodney Pagan</u>	3754
Blood Draw/Admissions Area	<u>Josie Giles</u>	1259
Reception Area		3758
PKU Draw Room		1258

LAUNDRY SERVICES

Laundry Director		3750
Laundry		1428

MATERIALS MANAGEMENT

Materials Management Dir.	<u>Dennis Hebner</u>	1738
Materials Mgmt. Purchasing	<u>Mona Vick</u>	3708
Materials Mgmt. Purchasing		1708
Materials Mgmt. Receiving	<u>M. Salinas/I.Varela</u>	4230

MEDICAL RECORDS

Medical Record Director	<u>Betty Clark</u>	3620
Medical Rec. Release of Info.	<u>Veronica Adams</u>	8430
Medical Rec. Release of Info.		3618
Medical Rec. Birth Cert.	<u>Margie Salazar</u>	8423
Medical Rec. Chart Coder	<u>Vanessa Fuentes</u>	8424
Medical Rec. Chart Coder	<u>Vicki Mauldin</u>	8427
Medical Rec. Chart Coder	<u>Angie Cuevas</u>	8420
Medical Rec. Chart Coder	<u>Cindy Gonzalez</u>	8416
Medical Rec. Chart Completion	<u>Linda Scott</u>	3767
Medical Rec. Transcription		8428
Medical Rec. Physician's Desk		8432, 8431, 8422 8417
Medical Rec. Dictations		9123
HIM ED Copy Clerk	<u>Julie Cirilo</u>	3731

MEDICAL STAFF SERVICES

Med. Staff Svcs. Director	<u>Gloria Ziegler</u>	1745
MS Credentialing	<u>Annette Welch</u>	1270

MEDICAL / SURGICAL UNITS

2 nd / 4 th Med. Surg. Manager	<u>Jackie Lockett</u>	1727
2 nd Station Nurse Station	<u>Unit Clerk</u>	2231
2 nd Station Nurse Station		1737, 2233
2 nd Station Pedi Nurse Station		2238, 2260
Patient Educator	<u>Liz Partida</u>	2262
4 th Station Nurse Station	<u>Unit Clerk</u>	2437
4 th Station Nurse Station	<u>Direct Line</u>	703-1739
4 th Station Nurse Station	<u>Charge Nurse</u>	2434
4 th Station Nurse Station		2432, 2431
4 th Station Nurse Station		2438
4 th Station Nurse Lounge		2450
Discharge Planning		2283

MISCELLANEOUS SERVICES

Auxiliary Gift Shop		3590
Fire Phone		444
Elevators		2268

NURSING ADMINISTRATION

Chief Nursing Officer	<u>Victoria Barnthouse</u>	3677
CNO Secretary	<u>Marisol Faz</u>	1746
Night Nursing Supervisor		1153, 778-3646

OPERATOR

Operator		0, 1138
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PATIENT ACCOUNTS

Sr. Dir. Revenue Cycle	<u>Francis Ontiveros</u>	3715
Patient Accts. Director	<u>Rose Van Norman</u>	3718
Quality Assurance/Business Office	<u>Juanita Gonzalez</u>	1747

PATIENT ACCOUNTS (continued)

Posting Clerk	<u>Perla Ramos</u>	3605
Pt. Accts. Cashier	<u>Annie Siller</u>	3609
Pt. Accts. Collector (A-Ga)	<u>Anita Hernandez</u>	1720
Pt. Accts. Collector (Ge-O)	<u>Alejandra Lira</u>	1718
Pt. Accts. Collector (P-Z)	<u>Lupita Partida</u>	1721
Pt. Accts. Billing		3606
Pt. Accts. Billing (M-Z) Med/Medicaid	<u>Rosie Riley</u>	1725
Pt. Accts. Billing		1722
Pt. Accts. Billing (A-L) Med/Medicaid	<u>Julie Flores</u>	1723
Patient Accts. Clerk		3713
Collectors	<u>Claudia Cervantes</u>	3690
Contract Management	<u>Marina Reyes</u>	3714
Billing Line		778-3690

PHARMACY

Pharmacist / Director	<u>Irma Chapa</u>	3675
Pharmacy	<u>Pharmacy Techs.</u>	2276, 2277

PLANT OPERATIONS

Plant Ops Director		3750
Maintenance / Shop		1429
Maintenance / Wood Shop		1169
HVAC		1431
Boiler Room		1470
Penthouse 1		6629
Penthouse 2		6630
Decontamination	<u>Robert Carrillo</u>	3679
Construction Proj. Mgr.	<u>Martin Weathersbee</u>	3795

PUBLIC RELATIONS

Patient Advocacy/Auxiliary	<u>Cookie Gulick</u>	3650
Community Ser./Hospitality	<u>Francine Pina</u>	3651
Administrative Assistant	<u>Cheryl Stiles</u>	1748
Marketing Svc. Coord.	<u>Hatali Breckenridge</u>	3848

QUALITY MANAGEMENT

Mgr. Performance Imp.	<u>Shirley Adriance</u>	3656
Quality Abstractor	<u>Jeanette Gallegos</u>	3739
Quality Analyst	<u>Elaine Trevino</u>	3871