

TGIF MANAGER SPOTLIGHT WEEK 2: Allison Matias-Castro



Allison Matias-Castro has been a dedicated Outpatient Medical Center team member since July 2023, where she first started off as a Patient Services Representative at the Leesville clinic location. Ms. Castro spoke about her journey at OMC stating, "Throughout my time there, I learned and grew so much with the intention and mindset of doing my part to provide our patients with the best service and care. Part of my learning included an increased understanding of the patients and community we serve and what steps could be taken to improve their experience at OMC. My consistent efforts eventually led me to a major and gracious opportunity for further growth as the Director of Patient Services."

When asked about her department's goals and how they align with OMC's

patient care mission, Ms. Castro spoke about having her team become and remain 100% compliant with OMC's policies. "By adhering to policy completely, this will directly and positively impact patient service and patient care. It is important to remember that front desk staff are the first impression for all patients and that care coordination is an essential part in ensuring that our patients receive the care they truly need for their health. Adherence to policy for my respective department also means that we are consistently working for the benefit and wellbeing of the patients at all times."

To keep her team consistent and on the right path, Ms. Castro believes integrity is key to helping patients and maintaining compliance at OMC. "Integrity encompasses trust, honesty, responsibility, respect, and fairness. I work with integrity in mind so that I can be an active example to my staff and it is also what I expect in return. By practicing integrity as a team, it helps tremendously in building further teamwork, in teaching personal accountability, and it allows us to cultivate trust and honesty amongst one another which I believe will keep my team motivated and engaged."

One fun fact that you might not know is that cooking is a passion of Ms. Castro! "I am a native New Yorker, born and raised, and I'm accustomed to the vast diversity of culture and food available to me there. One of the most rewarding experiences for me is cooking a great meal that can be shared and enjoyed with other people because food truly brings people together!"