

# THE Importance of Caring

MARCH 2021

my journey into health care



## John Novotny

VIP PATIENT SUPPORT AND BUSINESS CONSULTANT

John Novotny is one of the first faces a patient can see when arriving at their Columbus Community Hospital (CCH) appointment.

As a driver for the Very Important Patient (VIP) transportation service, John drives one of the hospital vans to pick up non-emergency patients who otherwise wouldn't have the means to make it to a medical appointment at a CCH facility or property.

In that role, Novotny sees himself as an advocate for the hospital and always tries to engage patients to make them feel welcome. **"I have the opportunity for delightful conversations with the patients,"** he said, **"and many times I get to know a lot about them if they have multiple appointments."**

Helping people get to and from the hospital is only one way Novotny works with the public at CCH. He also assists with COVID-19 screening, treating that duty with the same accommodating attitude.

**"For the COVID screenings, the interactions are brief,"** he said. **"Since it is a process many people wish they did not have to go through, I try to make**

**them feel comfortable and make the encounter as pleasant as possible."**

Even though Novotny's employment at CCH started in 2017, he has worked with the hospital for more than 30 years.

Novotny never intended to work in health care. He was in the banking business for about 10 years before moving to Columbus in 1987 to help his wife, Dr. Nila Novotny, start Columbus Otolaryngology Clinic.

**"When we first set up my wife's medical clinic, at the time, I thought I would get it set up and go back into the banking business,"** Novotny said.

Instead, he became the office manager. His background in banking was a great asset to the clinic. He also used that experience to provide administrative consulting for other medical practices.

**"After I discovered the demands for the job and the requests from other clinics and the hospital for business consulting, I decided to stay with the medical field,"** Novotny said.

Even though working in health care might not have been what he imagined for himself, Novotny has found it to be gratifying. **"I stayed in the health care industry, as it was a fulfilling and**

**rewarding job to manage my wife's) clinic and also be able to help the hospital on a consulting basis,"** he said.

He encourages others seeking a future in health care to consider CCH, whether in direct patient care or in roles that are **"behind the scenes."**

**"There are more opportunities in health care now than ever before,"** Novotny said. **"Many of the careers are ones that were not in existence even a few years ago." It is a very complex industry that requires expertise and offers employment opportunities on many levels, from the ground floor on up."**

He said he has always felt supported at CCH and has had the tools to do the best job he can. **"Patient and employee satisfaction surveys verify that the hospital cares about its employees and has developed a progressive and relevant corporate culture,"** he said.

**For more information on Novotny or the VIP transportation program at CCH, visit [www.columbushosp.org](http://www.columbushosp.org).**