

THE Importance of Caring

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my journey into health care



Faith Brichacek

RECEPTIONIST AND SURGERY SCHEDULER

As a criminal justice major in college, Faith Brichacek knew she wanted to be involved in serving her community. What she didn't realize was that her destiny was to help sick people — not to be a deputy or police officer — in a small community.

Faith has been working as a receptionist and surgery scheduler in Columbus Otolaryngology Clinic for the past five years, and she can't imagine switching to another field.

"I've always loved helping people, customer service and hard work," she said. **"I want people to look back on their experience at the clinic and think 'That gal knew my name every time I saw her. She was so nice!'"**

A Pleasanton, Nebraska, native, Faith moved to Columbus with her family when she was a freshman in high school. She eventually moved to Lincoln, Nebraska, and worked in various health care positions after graduating from college. Five months after her husband, Jesse, underwent a heart transplant, the couple and their children moved back to Columbus to be closer to family.

Here, she has found a home at Columbus Otolaryngology Clinic. In particular, she has been helping build the Inspire program with some of the clinic's providers. Inspire is a small device that helps people with sleep apnea who cannot use continuous positive airway pressure (CPAP). Faith also helps run many other aspects of the clinic.

"I don't say no when it comes to work," she said. **"I answer phones, schedule patients for appointments, answer questions, work on authorizations, take payments, etc. I guess I'd say it's the jack-of-all-trades position."**

Faith encourages others who are interested in health care to explore all possible options. **"It is limitless,"** she said. **"There is something for everyone in this profession."**

During her time away from the clinic, Faith enjoys being with Jesse and their children Raelea and Mavrik. She also likes attending church, traveling, watching sports, being at the river, reading and making t-shirts.

To learn more about the opportunities available at the hospital, visit columbushosp.org.