

THE Importance of Caring

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my journey into health care



Frank Rivero

MEDICAL INTERPRETER

Frank Rivero knows all too well how difficult it is for people in the Hispanic community to access high-quality health care — especially when they are unable to communicate with their caregivers. That's why he does his part by acting as a liaison between Spanish-speaking people in the Columbus area and their doctors, nurses and other providers.

Rivero, who is originally a physical therapist from Mantanzas, Cuba, is a medical interpreter at Columbus Community Hospital. In this role, he rotates between different areas of the hospital to help patients communicate with their providers — and the other way around.

“Because of my medical background, it is easy for me to understand and help the patients and medical providers,” he said. **“That is why when I was looking to get employed at CCH, my first choice to get back on the field was this position. I see the struggle in the Hispanic community to feel more comfortable when they need one of**

our services. Being able to help and make a difference in people's lives has always been my passion.”

During a typical day, Rivero — who has been working at CCH since March 2021 — may start in the emergency department and move to the maternal child health department, then medical records. Wherever a patient or provider needs interpretation, Rivero will be.

He says the hospital has been very supportive of him since he started working here. **“I have received the greatest support and encouragement from a lot of co-workers and supervisors to follow up on my dream to go back to school, so I can help even more,”** he said.

Rivero encourages anyone who loves to help others and is a compassionate person to consider a career in health care. **“A career in health care is very hard sometimes,”** he said, **“but it is the most rewarding career at the end of the day.”**

When Rivero isn't working at the hospital, he enjoys spending time with his family, reading books and watching sports.

To learn more about Columbus Community Hospital or open positions available, visit [columbushosp.org](https://www.columbushosp.org).