

THE Importance of Caring

MARCH 2018

my journey into nursing



Nancy Rinkol, LPN, Practice Manager
 COLUMBUS OTOLARYNGOLOGY CLINIC

Nancy Rinkol's interest in health care is personal.

She was just 12 years old when her father developed a brain tumor. Before he passed away, the family spent a lot of time in hospitals for his treatment. This gave Rinkol her first in-depth look at the health care field.

"Spending a lot of time in hospitals watching the doctors and nurses was very intriguing," Rinkol said. **"I always thought I would end up working in health care."**

Rinkol grew up on a farm near Duncan, and currently lives near Silver Creek. She has always worked in health care in Columbus. Even during her high school years, Rinkol worked for a chiropractor in Columbus.

After high school, Rinkol got a Medical Office Technology degree from Central Community College-Columbus. Then she got a job at Eye Physicians in Columbus and became the practice's LASIK and surgery coordinator.

In this position, Rinkol drafted a budget, developed marketing materials and managed the practice's equipment and staff. She also did patient education and worked closely with the hospital and surgery facilities.

This was a new position that Rinkol built from the ground up. She enjoyed it.

"I always had a foot in health care," Rinkol said. **"But I always knew I should have been a nurse."**

Years later, when Rinkol gave birth to premature twins and had to spend months in a hospital, her desire to become a nurse grew even stronger. She couldn't deny it any longer. When her twins were healthy enough to go to day-care, Rinkol went back to school and received her Practical Nursing Degree.

Rinkol started at Columbus Otolaryngology Clinic (COC) in 2008 during the same week she was awarded her degree. She started at COC as a clinic nurse and went on to become the office's nursing supervisor.

While in this position, Rinkol learned a lot about COC's practice and became involved in **"many of the aspects of running the office."** She went to seminars about patient care, electronic medical records and government reporting requirements.

When COC merged with Columbus Community Hospital (CCH) in May 2017, a practice manager position opened up at COC and Rinkol decided to apply.

"I knew I had to at least try," Rinkol said. **"I knew I would be missing all the things I love about nursing, such as office procedures and working in the operating room, but this felt right."**

She was offered the position in June 2017. Now, as COC's practice manager, Rinkol's job is to **"make everything work smoothly and make sure everyone has what they need."**

Rinkol makes the doctors' and nurses' schedules, credentials physicians, works closely with insurance companies and when time allows, she helps out with patient care.

"I love the challenge of both nursing and managing," Rinkol said. She especially enjoys one-on-one patient care.

"I love talking to patients and letting them know they are important and we care," she said. **"Since this is a smaller hospital and clinic, you do know your patients. They're your neighbors or friends, so you're always wondering how they're doing – always thinking about them."**

Rinkol enjoys working at CCH, in part, because she thinks Hospital staff feel the same way.

"CCH is so supportive of their employees and they have so much passion for great patient care," she said.

Having a passion for patient care is important, especially because working in the health care field isn't easy.

"Working in health care takes a lot of hard work and dedication," Rinkol said, **"But it is so interesting, challenging and rewarding."**

To learn more about Rinkol, or the services offered at COC, visit www.columbushosp.org.