

THE Importance of Caring

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my journey into health care



Jolene Connelly

RECEPTIONIST, COLUMBUS GENERAL SURGERY

A warm, friendly smile is what you can expect to see when you arrive at Columbus Community Hospital's Columbus General Surgery.

Jolene Connelly's journey with the hospital began three years ago when she started working from home, processing transcriptions in the evenings part time.

Most recently, she has been serving as the receptionist with Columbus General Surgery since January 2020.

"Shortly after I started COVID happened," she said. "I stayed in the office, and most everyone worked from home. It was a learning experience for sure."

Connelly's interest in health care started when she was a young girl. After seeing her cousin graduate from nursing school, she was impressed and decided to pursue a career in the health care field.

This decision led Connelly to study word processing. She accepted a job right out of college with Dr. Ronald Ernst as he was starting his career.

Connelly went on to work at various medical practices in the community throughout the years, processing medical records, completing transcriptions and serving as a receptionist. However, after all her experiences, she came full circle back to Columbus General Surgery, where she was able to use all the knowledge she had gained over the years.

"I like to say I started with Dr. Ernst and ended his career with him," she said.

For Connelly, no two work days are the same, but her interactions with patients are what make her smile the most.

"Every day is a little different," she said. **"We have such nice patients, and I really enjoy them."**

In addition to interacting with patients, Connelly helps complete various tasks to assist the clinic in operating efficiently and effectively.

"It's a busy office, and working as a team is very important," she said.

Connelly said she is thankful for the support she has received from the hospital and her co-workers.

"Columbus Community Hospital has supported me in my work greatly," she said. **"When I accepted the position at Columbus General Surgery, I continued working part time with transcriptions. I have the best co-workers ever."**

Connelly said she is proud of her impact and work in the health care field over the years.

"Working in health care is very rewarding, and I wouldn't change a thing," she said. **"I am so grateful for everything I have learned through the years."**

If you want to learn more about Connelly or Columbus General Surgery, visit our website at columbushosp.org.