

THE Importance of Caring

JULY 2021

my journey into health care



Emilie Metcalfe

CHARGEMASTER COORDINATOR, CRCS-I, CRCP-I

Emilie Metcalfe never put much thought into the business side of the medical profession.

Even though she wanted to work in health care, she pictured herself becoming a nurse. She had started on that career path, going as far as earning an associate degree to be a medical assistant. She changed her mind along the way, however, and found she enjoyed working with her aunt, helping to bill out claims for psychologists.

She liked the work so much that instead of becoming a nurse, Metcalfe decided to switch gears and work in medical billing services. Now, she works in the patient accounts department at

Columbus Community Hospital and is the chargemaster coordinator.

It is not the job Metcalfe initially envisioned for herself, but she is a vital part of the health care workforce. Her occupation is one of several at the hospital that does not provide direct treatment to patients.

“There are so many opportunities in health care,” Metcalfe said. **“You do**

not have to be a doctor or nurse to help people. Every part of health care is important and plays a crucial role in patient care.”

Metcalfe creates new charge codes for products, supplies and procedures purchased and performed at the hospital as the chargemaster coordinator. Communication is key in her position.

“I work closely with the vice president of finance and the controller to ensure charges are appropriate,” Metcalfe said. **“Training new staff, assisting current team members with claim issues and keeping up with the different payer policies are also part of my duties.”**

Metcalfe has a degree in science from Kaplan University in Lincoln, which she said helps her understand the medical terminology needed to work in health care. Nothing can beat the firsthand experience attained on the job, though.

Working with her aunt allowed her to gain skills and learn how to bill out to insurance companies. That experience

has helped her since she began working at the hospital in 2015.

“Working in patient accounts, you learn so much simply by listening to what is going on around you,” she said. **“Most of my education came from hands-on learning and listening to my co-workers and absorbing all of their information.”**

Metcalfe always wanted to have a career in which she could help people. She has found that at CCH. In turn, Metcalfe has continued to receive encouragement from hospital leadership to pursue professional growth, which she has done through educational certification and training seminars.

Encouragement also comes from co-workers.

“Our team is so wonderful,” she said. **“We support each other and have each other’s backs. We work as a team, and I could not ask for a better work family.”**

For more information about the patient accounts department, visit www.columbushosp.org.