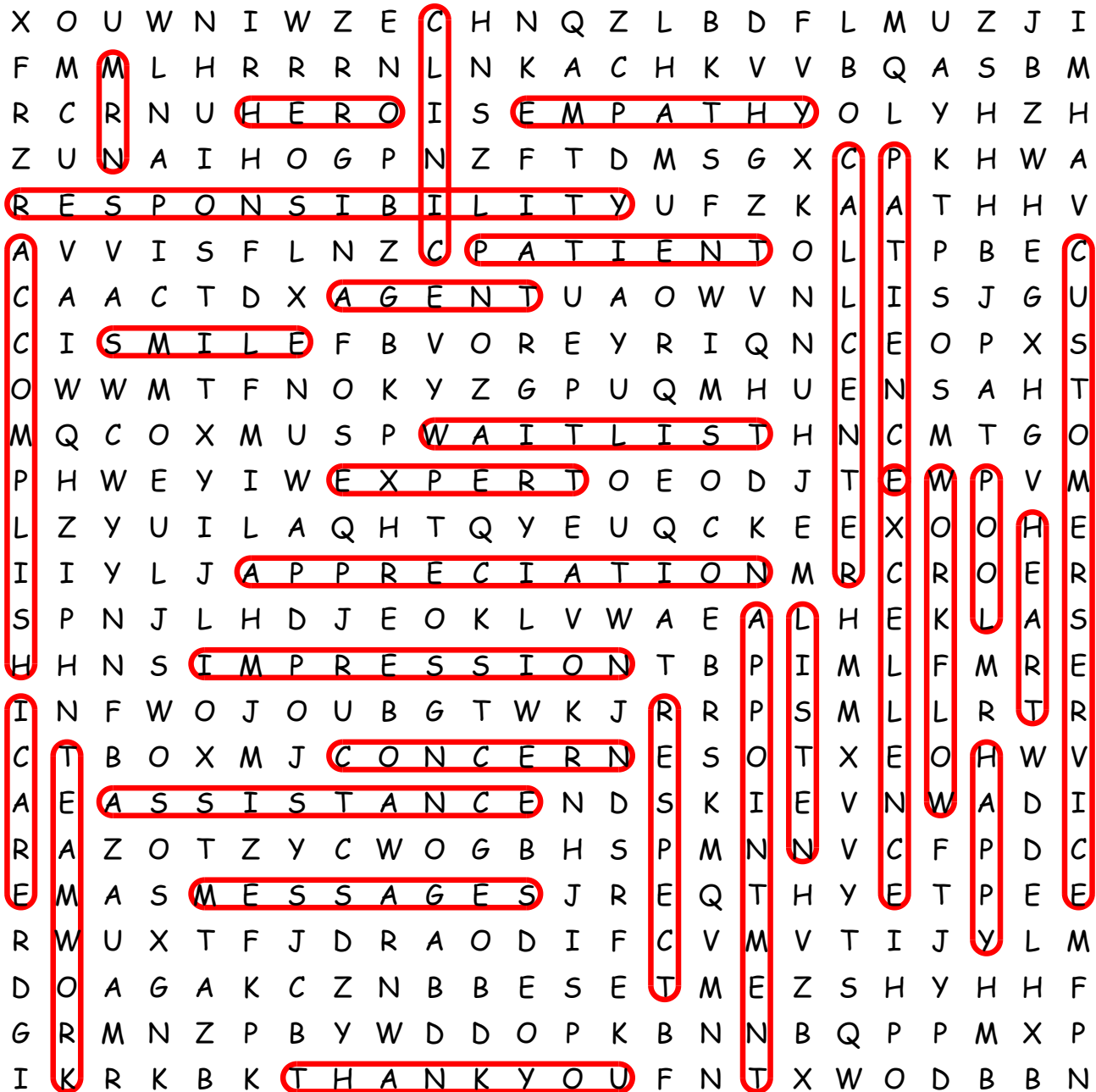


Name: _____

Date: _____

Everyday Heroes



CUSTOMER SERVICE
CALL CENTER
IMPRESSION
PATIENCE
EMPATHY
EXPERT
HEART
POOL

RESPONSIBILITY
ACCOMPLISH
THANK YOU
TEAMWORK
PATIENT
LISTEN
ICARE
MRN

APPRECIATION
ASSISTANCE
WAIT LIST
WORKFLOW
RESPECT
AGENT
SMILE

APPOINTMENT
EXCELLENCE
MESSAGES
CONCERN
CLINIC
HAPPY
HERO