

# Testimonials

*“Hands down, the Healthcare Call Center Times Annual conference is the most valuable venue for receiving current information in our industry. The 2016 conference was no exception. Whether clinical or non-clinical, pediatric or adult, there is consistently something for everyone. Each year, the networking roundtables result in relationships that extend far beyond the conference. The Keynote presentations, both opening and ending, are always inspirational. I return to my department energized and ready to ‘move and shake’ the center. Each year, I find myself looking ahead to the next. Looking forward to Salt Lake City in 2017!”*

## **Mary Ellen Stefanick**

*Call Center Director  
Johns Hopkins All Children’s Hospital  
St. Petersburg, Florida*

*“I consider the Healthcare Call Center Annual conference a value added event. This conference offers information on many levels: call center experts presenting their experience with the evolution of their centers, opportunities to network with other leaders and healthcare entities to identify/learn about best practices, and exposure to technology that can expand call center business support. Whether you are a new leader within a call center, a*

*seasoned veteran looking to widen the scope of your business or charged with building a center from the ground up, this event has something for everyone.”*

## **Randi King D’Felio**

*Manager, Operations, Contact Center Services  
Spectrum Health  
Grand Rapids, Michigan*

*“As an attendee of this year’s 28th Annual Conference of Healthcare Call Centers, I came away both energized and much more knowledgeable of the industry. Having only worked within the industry for a short time, I was a bit nervous about going to a conference filled with so many professionals and their extensive experience. However, upon my arrival I was amazed and relieved about the openness and welcoming character of everyone there. I recommend to anyone regardless of their experience to attend the annual conferences hosted by Healthcare Call Center Times. While there, you will come away having learned more and connecting with many wonderful people.”*

## **Ulysses L. Cox III**

*Business Development Manager  
InterGlobal Medical Call Center  
Worcester, MA*