

# *Meet Our Patient Advocate, Melissa Hoppe, CNA, CMA*

Melissa is overseeing our patient advocate program designed to place our patients' issues as our highest priority. Melissa is the one to go to anytime a patient feels that an issue has not been addressed in a timely manner, for whatever reason. It is Melissa's mission to get our patients served and lines of communication opened and/or re-established. In essence, Melissa is MNC's "problem solver".

Melissa has been a Certified Medical Assistant since 2010. Prior to joining Midwest Nephrology Consultants, she was a nurse assistant and group home caretaker for mentally disabled adolescents. She likes to describe herself as someone whose core

value is "The Golden Rule: Treat others how you want to be treated." Melissa works to incorporate an understanding of what others may be feeling and thinking. "Empathy and intuitiveness are part of my personality makeup - I tend to look at the bigger picture to understand how and why a person may feel or think a certain way." That 'bigger picture' may include medical diagnoses, financial hardship and personal circumstances. Melissa believes these things may not always be evident on the surface but has found that listening attentively, paying attention to details and asking questions helps her gain a better understanding of every person she meets. Melissa says she is "humbled to take on this important position to further support, be of service, and enable our patients to communicate their needs and concerns to their providers."



If a patient has any questions or concerns, they should call 816-276-1700 and ask to speak with the **patient advocate**.