



JOANNA FORD

Executive Assistant, Integrated Loyalty Systems

I like being an Executive Assistant because I enjoy service. I like to help people improve and succeed, to be part of a team and be part of a company's growth. I enjoy organizing and making people's lives easier. It gives me pleasure to help people and make them happy, as well as being part of the team and part of each person's journey as they progress and become successful.

Since I've been with Integrated Loyalty Systems (ILS), I've learned a lot about what patients experience. Now I observe how patients are treated. It has opened my eyes. I never even thought about it until working with ILS. It's astonishing. I love it. I just jumped on board and think it's awesome how we turn organizations around to think about the patients versus themselves.

For example, I had a scan recently and was talking to a nurse named Debbie about ILS and how she was making connections. She explained everything to me and was reassuring. She took time with me and walked me through the process, so I would not have any anxiety. She helped me think of my fun place, which for me is the beach. It made me feel comfortable, so I was not claustrophobic. Debbie was there by my side before the alarm even went off for my next vitals reading. An experience like this is now why I work with Jake Poore and Integrated Loyalty Systems.

