

VOICES OF

Southwest Medical Center

How long have you worked at SWMC?

I have been with Southwest Medical Center for 4 years. I started in Prior Authorizations in October of 2017. I had previous work experience as an office manager and these skills helped me be able to transition into the Clinic Manager role after two & a half years.

Tell us a bit about your job.

I manage the staff and day-to-day operations of the Orthopedic & Sports Medicine Care Center. I take care of payroll for my staff, bills for the clinic, hiring, filling in when we are short-staffed, and working with other departments to improve our processes. I am also on several committees at the hospital such as Social & Recreation, Employee Benefit Trust, & Surgical Process Improvement Team. I also enjoy volunteering my time to assist with promotional events & special team occasions at SWMC.

What is most rewarding about your job?

There are so many rewarding things about my job, but the most rewarding for me is working with the staff at SWMC to make our hospital the absolute best it can be. We have a lot of really great people here and I'm proud to work alongside them. I am very passionate about customer service and making our patients our top priority.

What is one accomplishment, personal or professional, that you are most proud of & why?

My team in Ortho. They have worked so hard to bring a patient-centered focus to the clinic and we have come so far in the last two years that I have been in this role. My team genuinely cares for each patient that comes to our clinic, and I hope that each patient feels welcomed. We have a fantastic team, and I'm proud of the hard work they do every day.



MANDY RICE

CLINIC MANAGER

Orthopedic & Sports Medicine Care Center



Born & Raised:

Texas



Favorite Artist:

Queen, Metallica, AC/DC



Favorite Food:

Cheesecake



Hobbies:

Baking, gardening, & chasing my kids to all of their sporting events



Random Fact:

I used to sing the national anthem every weekend at the races in Amarillo. I randomly met my husband there, and we have been together for 21 years.

