

VOICES OF

Southwest Medical Center

How long have you worked at SWMC?

Three years. It's my anniversary! I joined SWMC when the pandemic hit us, in March of 2020.

Tell us a bit about your job.

I am the Interpreter for the hospital and an assistant in the Education Department. You may see me A LOT around the hospital. That is because I assist in all areas where I may be needed. I am there from the beginning of the patient service that is being provided. Whether it be ER, Diagnostic Imaging, initial intakes for OB, Inpatient PT, and even C-Sections. I also help schedule CPR/BLS and Childbirth Classes, make the NEO Packets, and translate documents as part of my office duties. I also help with off-site duties when needed.

What is most rewarding about your job?

The patient satisfaction and them being able to be at ease and understanding of what services will be provided. A hospital can be a very intimidating or disorienting place. It pleases me to know that all of their questions have been answered before they leave. It fills my heart when the patient states, *"I don't think I would have understood what was going on without you here,"* or *"Thank you for what you do."*

"Don't let the negatives of life control you. Rise above them. Use them as your stepping stones to go higher than you have ever dreamed possible."



CARMEN MONARCA
TRANSLATOR

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

Making it in life. Life is beautiful and can be rough at the same time, but we can overcome any obstacle and be proud to come out on the other side with our heads held high. And if that wasn't the case...we learned from it. Always be positive and it's never too late to keep educating your brain!



Born &
Kansas City, MO
Raised:
Liberal, KS



Favorite Artist:
Uff tough one. Carin Leon, and Grupo Firme. But I like all kinds of music as well



Favorite Food:
Italian



Favorite Hobbies:
Dancing and working out

