

# *Proclamation*

**WHEREAS**, healthcare access personnel serve as the goodwill ambassadors for hospitals; and

**WHEREAS**, healthcare access personnel provide quality services for both patients and providers to ensure the best healthcare experience for patients; and

**WHEREAS**, the Access Department in a hospital is most often a patient's first introduction to the hospital and is a major referral center for both patients and hospital personnel; and

**WHEREAS**, the Access Department provides information to the patient and family; helps determine the correct level of care and special needs of a patient; assists patient and family with registration, scheduling and accommodations; verifies insurance and provides financial counseling; and even serves as the first point of infection control; and

**WHEREAS**, healthcare access personnel are responsible for hospital compliance with regulations and maintains patient safety through correct patient identification; and

**WHEREAS**, the National Association of Healthcare Access Management (NAHAM) promotes high standards, fosters cooperation and knowledge, and provides leadership and guidance for healthcare access professionals; and


**WHEREAS**, NAHAM celebrates the work of healthcare access personnel with this year's theme, "Patient Access: Shaping Our Future," to complement the commitment of healthcare access professionals to provide exceptional service based on best practices in the industry;

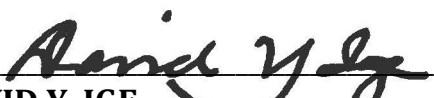
**THEREFORE I, DAVID Y. IGE, Governor, and I, JOSHUA B. GREEN, Lieutenant Governor of the State of Hawai'i, do hereby proclaim March 31 - April 6, 2019 as**

## **"HEALTHCARE ACCESS PERSONNEL WEEK"**

in Hawai'i and ask the people of the Aloha State to join us in acknowledging the dedication and good work of access personnel at the Queen's Healthcare System and recognize the contributions of all healthcare access personnel across the Hawaiian Islands.

Done at the State Capitol, in Executive Chambers, Honolulu, State of Hawai'i, this sixth day of March 2019.

  
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JOSHUA B. GREEN  
Lieutenant Governor, State of Hawai'i

  
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DAVID Y. IGE  
Governor, State of Hawai'i