

# Medical Concierge



Few things can upend one's life, routine, and peace of mind like an illness. The intricacies of the health care system, its paperwork, and the often confusing processing of patients can add needlessly to the stress of having to be at the hospital in the first place.

But Oroville Hospital strives to be better than that. Medical Concierge Kema LaPorte recognizes the challenges that patients may face when visiting the hospital. She knows that the frustration often inherent in visiting some hospitals can bring unnecessary grief to individuals who are already struggling or suffering. As a sensitive medical professional, she coaches patients easily through the health care system – and back to the important things in life.

As a patient advocate, Kema is sympathetic to the challenges of illness combined with the difficulties of the health care system. By talking, listening closely, and reviewing a patient's medical history, Kema custom crafts the most efficient and painless road to recovery.

"I provide support and education to patients and the community by helping guide them through our health care system," she explains. "I identify their individual needs and suggest community resources that are available, and I identify obstacles to receiving effective care."

Kema helps patients by coordinating and identifying a primary care provider, specialists, and surgical care. She also helps with other patient needs such as transportation, locating convenient rehabilitation and physical therapy services, and helping procure assisted living or

home health services.

In some cases where it's necessary, Kema will coordinate treatment at other hospitals, including UCSF, UC Davis, and Stanford. Many ill or recovering patients may simply need moral support. Whatever one's needs, Kema is there to help.

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"The review starts at admission. We want to educate patients on resources, while making sure they have the necessary support once they are back home," she says, "This ensures the patient's primary care provider is notified of their admission and receives the patient's reports and documentation needed to help treat the patient after discharge. "I can be the link between a hospital stay, a primary care provider, and a specialist. Following up with the right health care providers after discharge is an important step on the road to recovery."

Kema has lived in the Oroville area since she was 5 years old, brought here by parents who valued the region for its community. Now, with 13 years of experience as a local health care professional, Kema wants to help keep Oroville a great place to live and thrive.

At Oroville Hospital, staff members like Kema are as sympathetic, generous, and warm as the sun.

If you have questions about your hospital stay or need help finding a physician, call Kema LaPorte at 532-8035.



Oroville Hospital