

## Toussaint Ward

Toussaint Ward M.H.A., the Manager Patient Access Pre-Arrival department at Illinois Masonic Medical Center (IMMC). Most recently Toussaint worked as the Interim Manager of Outpatient Registration at Advocate Lutheran General Hospital. Previously he held positions as Manager of Authorizations at Northwestern Medicine and Manager of Patient Access Outpatient Scheduling. In Toussaint's current role he manages four teams. Namely the Central Scheduling team, Insurance verification team, Financial counseling team, and the Order management team. These teams in partnership with the Outpatient Registration and Ed Registration teams help Patient Access service hundreds of patients per day at IMMC. Toussaint attended Texas Tech University for his undergraduate studies and St. Joseph's College of Maine for his Masters in Health Administration. Toussaint is a member of aIPAM and is a member of Kappa Alpha Psi Fraternity Incorporated. He prides himself on time management, being organized, and thorough note-taking.

Good day fellow members of aIPAM! I am asking you for your vote today for secretary of aIPAM. I ask for your vote because I love being a part of organized teams (either sport or administrative). Throughout my life I have been a part of many sports team and organizational teams. Many of times it has been in a leadership role. However, I see the value in being able to be a good servant. As secretary, I pledge to honor the bylaws of aIPAM and help the executive team reach its goals by keeping the executive team on track with holding meetings, keeping accurate records and minutes, getting information out to the leadership and aIPAM members in a timely fashion. Please vote for me, your secretary, Toussaint Ward M.H.A..