

# ABOUT TEAMWORK

## Conversation with Ivon Martinez | Coordinator

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[Point of view, coordinator, Ivon Martinez]

[Ivon Martinez, Coordinator, Washington D.C., USA]

My name is Ivon Martinez, and I am based out of Washington DC. I am a Program Coordinator for Children's National Hospital and CTO. Back home in Washington DC, I work with Julie Choueiki and Dr Levitt with the Division of Colorectal and Pelvic Reconstruction. I'm part of the administrative team. So anytime a new family wants to come to the program to be evaluated by the collaborative team, I get to talk to these families. So, it's a wonderful role to have back in Washington DC, because you are that first touch-point for a lot of these families that are seeking help for their children. And it's very nice to be able to provide, kind of extend a hand out for them, and kind of let them know that they have hopefully found a home where we can help their family and their kids. The team back home is great in Washington DC because even though I'm not performing surgery, or even though I'm not a nurse and I'm not seeing patients, you still really feel integrated, and you feel a very big part of the solution and care these families are receiving. So, we, the administrative team back home in Washington DC, take care of all the little things to allow our clinical team to be able to better serve the families and the kids. And two, we really try to create a very seamless experience for the families when they come to see us. Any questions you have, anything you need, don't hesitate to call the administrative team because we'll make sure you find the right person to answer any questions you have, whether its insurance, or scheduling, or clinical questions about their kids not feeling well. We connect them to who they need on the team, and that's I feel like a very special role to play too because we get to engage with everyone on our team, but also the families.