

# Extraordinary People

... personalized care



**Matt Stevenson**  
*Patient Access Representative  
Crisis Support Counselor*

*On a typical day, Matt may assist up to 100 patients. Yet he never views his job as routine. Instead, he connects with each person on an individual and professional level.*

*Empathy is invaluable when Matt provides crisis support to families who are faced with unexpected trauma. As a leader of YVMC's Cultural Awareness Committee, he promotes awareness of cultural differences and interpretation services.*

*Matt says, "Everyone who comes to the hospital has different expectations and needs. Accuracy and attention to detail are crucial, but I also want to be informative, welcoming and supportive. I let patients know that I'm an advocate for them, here to help in any way possible."*