



LUIS SANCHEZ

CLERICAL ASSOCIATE, INFORMATION DESK
NYC HEALTH + HOSPITALS/ELMHURST

My Role: I've worked at NYC Health + Hospitals/ Elmhurst for 27 years in the Admitting Department. I'm the first person many patients see, and I provide anyone with information and directions. I connect people to where they need to go for medical attention or with a relative who may be in a room upstairs. Over the years, I've learned how to ask questions in 7 languages including Spanish, Bangladesh, Chinese and Korean.

Many of the patients have come here for years, so I know them by face and name. They come and give me food, and they smile when we speak. That's helpful now, because many people watch the news or social media and panic when they come here.

COVID-19 Impact: The waiting area is usually filled with people, but now there is hardly anyone.

The patients who do come don't always know about the restrictions on the visitation. All they know is that there is someone they love or care about upstairs, and they want to know how they are doing. I do my best to calm them down, comfort them and connect them to staff who may provide more help.

Why I'm Fighting COVID-19: I like helping people, and it's my calling. This is also part of my job. I live here, and I work here. As far as I'm concerned, I'm here to help.

Managing Stress: I ride my bike to work every day, rain or shine. To keep stress down, I also make time to play handball every day. It gives me energy and keeps my weight down. It also helps with my well-being.

