

Congratulations to the WPA 2017 Para of the Year Winner

Christine Neuens, CPO Stine Eye Center, Weston, WI

Christine is very deserving of this award. She has 12+ years of experience in the Optometric field and has been capable of learning every position in the practice. Christine started in patient services then trained as a technician and currently is an insurance coordinator. She is our team leader and an incredibly humble one, at that. Her current position includes handling all the claims, payments, contracting with plans, along with handling patient questions on insurance and billing. Christine also has taken on the role of surgery referral coordinator. She is willing to assist in all departments when there is a need and when someone calls in sick, she is the first to volunteer to stay late. Christine also took a course in sign language to facilitate in exams with patients who are hearing impaired.

Christine volunteers her time at our local food pantry called the *Neighbors Place*. Her mother passed away from breast cancer several years ago and she organizes teams to run/walk in the Susan G. Komen race. This past year, she traveled with her church to Bolivia on a mission's trip where they served hungry

and oppressed people. She has been involved in organizing Women's Retreats for the ladies in her church, and volunteers at Free Clinics and is willing to visit nursing home residents to clean eyewear. Christine has always chosen to work part time in an effort to support her



husband and two children. She is an excellent mom and wife, very committed to her family. She is an outstanding team member and can always be counted on to organize staff parties, team building exercises, and office events. I would have to say that in working with her for 12 years, I have never seen her have any conflict with her peers because she is such a kind and humble lady. I think that's extremely rare. When it comes to Christine, you can't tell if she is having a bad day, as she is always pleasant and cooperative. Her coworkers would all say "We couldn't do without her".