

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Brittani Rogers

Honoree's Job Title: Medical Assistant

Department: Health Care Services

Years of Service with the County: 1 year

Why the Honoree is receiving a GEM Award:

Brittani's position is unusual in that she supports two separate clinics to ensure that patients have excellent experiences. Despite working with multiple medical staff and having duties that are physically located in different areas of the building, she ensures all of her tasks are completed each day and is always willing to lend a hand when additional projects arise. This year, Brittani regularly worked with complicated requests from the public who came to the clinic in-person or were transferred to her by phone. Often, these clients were upset by the time they reached Brittani as they had contacted multiple outside government agencies or medical facilities without success. She worked with these individuals to troubleshoot their problems, which were often unrelated to services offered by Collin County Health Care Services, and provide them other resources. Even when extremely complicated requests were presented by the public, Brittani has used excellent judgement to handle many situations independently, involve supervisors where needed, and worked through unique problems that even supervisors had never encountered before. Brittani was willing to brainstorm solutions for the best way that the citizen could be helped. Brittani provides excellent services to our clients and goes the extra mile to meet their needs, which makes her a deserving recipient of this award.

Approved by elected official or department head on the 30 day of May, 2024


Signature of Elected Official or Department Head