



## The Power of Gratitude

By Dan Moore

Are we thankful once we have something... or do we receive things once we are thankful? I've noticed people routinely state, "when I win the lottery, I'm going to give a lot to help other people." Yet somehow, no matter how much people already have they don't seem to find enough to give anything now. We start our monthly all-staff meeting by going around the room and sharing a "grateful moment." Every month, visitors and all those present must share something specific they are thankful for - preferably work-related but personal items are also allowed. Although grateful moments are not the sole purpose of our meeting, they have been a sustainable morale booster that gets us through the tough times and increases our hope! This intentional positive energy is something I strongly look forward to each month.



Staff Meeting at RBS

Here is a sampling of comments shared during recent months: "I am grateful for Jackie's proactive reports at the end of the month." "I am thankful that Susan and Mackenzie covered for me while I was on vacation." "I am grateful for Dr. H. and the way she treats her patients." "I am very thankful my friend's biopsy came back benign." "I'm thankful and can't believe my grandson is playing in the Junior World Golf Championship at Torrey Pines!" "For the first time in two years, I was able to take a vacation and spend time with my sons and still get paid." "I am grateful that Josh stayed in the field to cover for the hospital (non RBS) employee." "I am grateful that Barbara and Melissa support and encourage my goal to become a physical therapist - even though that does not help RBS."

These are only a sampling from last month! So bankers, physicians, equipment vendors, cleaning services and job applicants - beware - if you are in our house on the second Friday of the month at 10:00 a.m., you'd better come with a grateful item to share!

The secret to our success? Belief precedes behavior, and gratitude creates an abundance mentality that precipitates our ability to serve others and accomplish our goals. I am grateful that we have helped over 60,000 patients thus far and look forward to serving 250,000 more patients in the next five years.

Grateful,

~Dan

## Meet Maddie!



Maddie Zenker, Patient Advocacy  
Team Lead

Maddie has been with RBS for over a year, and serves as a Patient Advocacy Team Lead.

*What do you do on a typical day?*

I lead a team of Patient Advocates in our main objective, to help alleviate financial stress so that patients can focus on their health and physicians can focus on treating their patients.

*What do you enjoy most about your job?*

I enjoy directly engaging with patients! By building relationships, we are able to resolve their concerns and celebrate their individual successes! That is something that cannot be accomplished through an automated system.

*Describe the culture at RBS.*

I love our mission and our values. It is unlike any other company I've ever been a part of. Every aspect of RBS is thoughtful and selfless. From patient to physician to employee, RBS strives to go above and beyond to set high standards.

*What do you do in your spare time?*

My husband and I enjoy traveling, trying new coffee shops and restaurants, and volunteering with our church.

*Interested in joining our team? Click [here](#) to see current job openings.*

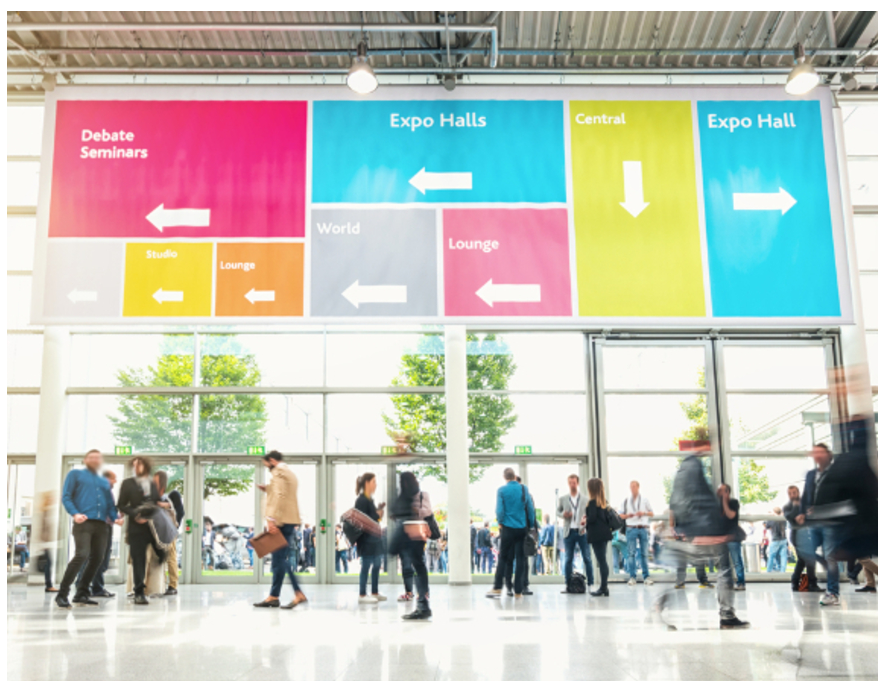
## Upcoming Meetings:

Will you be at any of these events? If so, please be sure to say hello!

**ACCC National  
Oncology Conference**  
October 17 -19  
Phoenix, AZ  
Visit **Robert LoBue** in  
booth #406

**ASTRO Annual Meeting**  
October 21 - 24  
San Antonio, TX

The RBS Team will be in Booth #1110! We hope to see you there!



## Reducing Patient Financial Anxiety

At RBS, cancer patients come first! We want to reduce the financial anxiety of patients by providing valuable information and education that helps to alleviate their concerns. We've recently added one more tool in our toolkit to do just that! Join host Josh Ledbetter for our new podcast, "Care Connection by RBS." Be sure to tune in on your favorite podcast app!

Episode 3: "Insurance Buzzwords" show notes are now available on our [website](#).

## Refer-A-Friend

Connect us with an oncology program that wants to grow! We'll pay a \$10,000 referral bonus for new clients that enter a contract with us for billing services, Market Track referral optimization program, or a Revenue Navigator program. For more information [contact us](#) at [Info@RadiationBusiness.com](mailto:Info@RadiationBusiness.com) or call 615-746-1705.

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