

## Marcelline Rasoanambinina, Madagascar

Marcelline is the Accountant at **Amkaramalaza Hospital**. Many patients who come to the hospital cannot pay for the services they receive. One such patient was Claudia, who needed treatment for an infection. The total cost of her treatment was 21,000 Ariary - less than \$5.00 - but Claudia had no money. She negotiated with Marcelline, saying she had been sick for a long time and asking for three days to find the money if the hospital would give her the medication she needed. Marcelline agreed and after three days Claudia returned, her condition much improved. Her husband accompanied her, wanting to thank Marcelline himself for her understanding. They paid the bill in full. Marcelline has been serving in this capacity at Ankaramalaza for 33 years and in her experience, about 30% of patients never return with payment.

Lutheran health centers are committed to serving all who come to them, regardless of their ability to pay. Marcelline knows that by the time many patients come to the hospital they are in crisis, having spent the few ariary they have on local, traditional healers without success. She greets them with compassion, helping ensure they have access to the gift of health.

*Nominated by: Jean Clement Ralison*

