

**Video Transcript for "DCH is On It!"**  
(from [www.GeorgiaCustomerService.com](http://www.GeorgiaCustomerService.com))

"What does being responsive mean to you?"

"To me, it means coming together as a team. For this H1N1 flu clinic, we were given the assignment late Friday afternoon, and by Monday at eleven a.m. we were able to bring together the Department of Public Health, OHI, communications with DCH and the State Health Benefit Plan, and pull this whole thing together and be ready to go, to provide H1N1 vaccinations on site at no cost to anybody."

"I provide responsive service because, when I go visit my primary care doctor, or any of my providers, I like to be seen in a timely manner, so I make sure my clients are seen in a timely manner. So they can get in and get out, on time."

"Here at the Department of Community Health, We're On It!"