

Objective

To obtain a career in a medical setting that would allow growth from continuing education and experience. Experience supporting the Patient Access management team in leadership tasks to drive excellent revenue outcomes for the Patient Access department.

Skills

Chemical Peels, Tantrack, Utilizing a multi-function machine, Microsoft Office, Envision, Treatment and relaxing facials.

Work Experience

Patient Access Supervisor I

ABC Corporation - 2012 – 2013

- Supervised practice operations and support functions; including patient registration, scheduling, cash collection, medical record management.
- Maintained adequate front end coverage according to volume, provider needs, and revenue generation.
- Interacted directly with physicians, patients, staff and administration on front end operations and billing issues.
- Prepared reports and tracked practice trends.
- Managed all day-to-day activities including business and personnel-related aspects of the medical practice.
- Oversaw the daily functioning of operational systems in the office.
- Recommended operational improvements, meeting with a supervisor to assess, plan, implement and evaluate programs and processes to increase the efficiency and effectiveness of the practice.

Patient Access Supervisor

Delta Corporation - 2007 – 2012

- Lead and manage 16 person staff by professional example Updates insurance information when appropriate Verify enrollment and co-payment of HMO PPO.
- Prepare and maintain medical records Confirm and Schedule appointments Assist with training new employees and existing employees Balance cash drawers.
- Responsible for the daily operations of all functions and serves as the liaison between the Service Center and Osceola Regional Medical Center.
- The Patient Access Supervisor integrates the departments services with the hospitals primary functions, develops/implements policies and procedures.
- As the leader, this person may recommend resources/space needed by the department and may participate in the selection of outside services.
- They serve as a key promoter of the Service Center, which strives to meet and exceed the needs of its customers.
- Interview, evaluate, select and hire customer service staff Enforce worker accountability for attendance, service delivery, and productivity Identify.

Education

B. A. in Economics - (AMERICAN UNIVERSITY OF BEIRUT - Mayfield, OH)