

Amya Schulist

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EXPERIENCE

PATIENT ADVOCATE & OFFICE ADMINISTRATOR

New York, NY

09/2014 – present

- Facilitates and participates in committees and meetings that are focused on Quality, Safety, Performance Improvement, and Patient Relations
- Respond to suggestions and complements submitted by patients and provide feedback to the respective department or staff member
- Schedules meetings and maintain calendar for the Director of Quality, Safety & Risk Management
- Organize and facilitate Policy Committee & the updating of the Hospital's central repository for policies
- Serves as a professional role model and mentor to staff by responding positively to change while supporting colleagues through the change process
- Acts as an intermediary to Hospital Administration on behalf of patients and their families
- Co-leads the Rights and Responsibility (RI) Chapter of The Joint Commission

PATIENT ADVOCATE REPRESENTATIVE

Los Angeles, CA

12/2011 – 07/2014

- Notifies hospital case management, social services and admissions staff of case screening determinations and outcomes via verbal and written communication. 5%
- Records and maintains complete documentation of activities performed on account while in-house and during the Patient accounting cycle
- Performs financial clearance function including collections. Cancels accounts that have not had any patient cooperation and are not eligible for any programs and prepares accounts for Financial Assistance review
- Conducts field visits to patient homes for skiptracing and or assisting patient with documents
- Notifies hospital case management, social services and admissions staff of case screening determinations and outcomes via verbal and written communication
- Conducts field visits to patient homes for skiptracing and or assisting patient with documents. 5%
- Performs financial clearance function including collections. Cancels accounts that have not had any patient cooperation and are not eligible for any programs and prepares accounts for Financial Assistance review. 10%

PATIENT ADVOCATE

Philadelphia, PA

07/2006 – 10/2011

- Reviews and verifies all bills from participating providers, reviews financial statements and provides updates regarding charity status
- Consistently reports to work on time prepared to perform responsibilities
- Positive working relationships with peers, management and customers are maintained at all times
- Participates in the development and implementation of strategies that integrate, Business Office and Managed Care activities for the INTEGRIS Health system
- Develops good working knowledge of DQCG clinical policies
- Assists with the development of tools or metrics to track the overall effectiveness of the patient incident reporting program and processes
- Perform other related duties incidental to the work described

EDUCATION

UNIVERSITY OF GEORGIA

Bachelor's Degree in Behavioral Science

SKILLS

- Ability to adapt to change quickly, strong knowledge base relative to surgery process and management of the flow of the surgical patient
- Highly collaborative individual with ability to influence others and build strong professional relationships
- Highly organized and detail oriented
- Ability to maintain a calm, professional demeanor under pressure
- Develops good working knowledge of DQCG clinical policies
- Strong attention to detail
- Ability to adapt quickly to change and thrive in a fast-paced environment
- Strong Knowledge base relative to surgery processes and management, as well as the flow of the surgical patient
- Self-awareness and integrity with a strong sense of accountability
- Strong verbal and written communication skills; able to articulate and communicate complex topics to a broad audience