

Giovanna DeBortoli

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Education

Southern Oregon University (Ashland, OR)

Graduated August 2018

- Bachelor of Science in Health & Physical Education

University of Oregon - F.S. Web Development Boot Camp (Online)

Est. Graduation January 2023 - In Progress

- Certificate of completion

Experience

Rogue Valley TMS (Transcranial Magnetic Stimulation) Coordinator

March 2022-Current

- Medical Assistant/Back-up Technician/Front office Admin (same duties as listed below)
- Onboard and screen potential TMS candidates
- Request past and current medical records and provide insurance companies with proof of medical necessity for services
- Submitting TMS Prior Authorizations through OneHealthPort, Availity, and via fax submissions
- Communication with Insurance companies to keep updated on any medical necessity criteria changes or procedural changes
- Creating Out of Pocket expense forms for treatments, running benefits checks, and collecting payments.
- Schedule new client consultations and Mapping appointments
- Coordinating training for employees on Brainsway machines and working with Engineers if any errors or issues arises.

Front Desk Administrator/Medical Assistant (Path to Awareness)/

September 2020-Current

TMS Technician (Rogue Valley TMS)

- Variety of administrative responsibilities and delegation in the front office
- Creating and organizing the schedules of multiple psychiatric providers, counselors and facilities including TMS patients
- Assisting with billing tasks such as coding appointment, insurance entry, patient payments, out of pocket expense forms
- Reviewing and sending patient prescriptions to providers and submitting prior authorization requests for medications
- Receiving, sending and responding to medical records and lab requests
- In charge of the onboarding of new patients, data entry and tracking the progress of referrals and intakes
- Answering phones and greeting patients
- Proficient with scheduling programs such as Kareo, Office Ally and Valant
- Technician for TMS including conducting treatments, tracking progress, scheduling appointments and working with the providers to create individual treatments plans

Resident Care Associate (Brookdale Senior Living-Ashland)

June 2018-Aug 2018

- Assisted 35 residents ages 60-107 with daily needs including personal hygiene, dressing, turning positions, and transferring from chairs to bed
- Followed residents individual care plans, schedules, and ensured safety practices were consistently executed
- Provided service during meals (Taking food orders, following dietary restrictions and preferences etc.)
- Completed light housekeeping duties

Kids Club Counselor/On-site Supervisor (Ashland Family YMCA)

October 2017-March 2020

- Supervised 40+ children ages 5-11 and ensure they were engaging in safe and fun activities
- Acted as a positive role model and taught children proper conflict management
- Assisted children with homework and reading
- Organized stimulating games and activities both indoors and outside

Trainings, Certifications, & Skills

- First Aid and CPR certified
- Brainsway H7.104 and H1.104 training
- HIPAA Certified
- Proficient in Microsoft Office and Google Suite
- Completion of Medical Terminology course, 2019 (Rogue Community College)
- Detail oriented and organized
- Self motivated worker
- Great communication skills
- Excellent on teams and great at collaborating and maximizing ideas
- Worked with several Electronic Health record systems such as Kareo, Valant, Office Ally, and Epic
- Worked in a variety of customer service jobs in the restaurant and hospitality industry since 2012.