**DEBRA A. DIAZ**

1451 Greeley

Stillwater, MN 55082

**651-335-8687**

**OBJECTIVE:**

Medical Receptionist / Scheduler and/or Health Information

Specialist position

Customer Service

**SUMMARY:**

Highly motivated, dependable and flexible team player experienced in

patient scheduling, medical record keeping, and pharmacy assistant.

Experience in Medical Billing

**WORK HISTORY / EXPERIENCE:**

*Medical Records Clerk, High Pointe Surgery Center, Lake Elmo, MN October – December 2014*

* Called patient to verify clinic history/physical
* Called clinics to request medical records
* Added patient information to electronic medical records
* Set up electronic medical records for scheduled surgery

*Transportation Representative, Ucare, Minneapolis, MN 2013-2014*

* Answer Multiple Phone Calls
* Assist Patient Rides To Medical-Dental Appointments
* Schedule Rides For Handicap Accessible
* Call Pharmacy/Doctors To Confirm Appointments/Pickup Rx
* Arrange Taxi Service to Confirm Rides

*Patient Financial Worker, Fairview Corporate, Minneapolis, MN 2012-2013*

* Processed insurance claims
* Received on average 60 calls per day
* Faxed or mailed out information as needed to resolve claim

*Pharmacy Tech, Health Partners, Bloomington, MN 2009-2011*

* Performed duties that included customer service, preparing and dispensing

medications/supplies, handling cash register transactions, and receiving

patient prescriptions

* Unpacked and verified stock-to-invoices
* Maintained the pharmacy in proper order
* Answered multiple phone lines

*Receptionist, Parker Hughes Cancer Clinic Roseville, MN 2004 - 2006*

* Patient registration
* Answered multiple phone lines
* Greeted patients
* Collected co-pays and checks
* Logged payments in book
* Printed encounters and lab tickets
* Scheduled appointments
* Handled new patient calls, routing information to correct person
* Backup for Billing Dept
* Backup for Medical Records
* Backup for Radiology Department-Schedule-charts prepare

*Health Information Specialist, United Hospital, St. Paul 2000-2003*

* Processed customer calls
* Scheduled surgical procedures and organize medical information
* Filed and retrieved medical records
* Delivered and picked up medical records from hospital units per doctor

**COMPUTER SKILLS:**

* Epic
* Cerner
* Microsoft Word –Excel
* Amkai