

## PATIENT ADVOCATE

### Career Overview

Skilled medical assistant with the sound knowledge of technical support, medical duties and clerical skills. Excellent communication skills along with very solid customer service knowledge.

### Core Strengths

- Active listening skills
- Energetic work attitude
- Strong organizational skills
- Healthcare billing proficiency
- Clinical training
- Medical Assisting specialist
- Computerized charting specialist
- CPR/BLS certified
- Medical coding capability
- Talent in obtaining/charting vital signs
- Patient positioning understanding
- Qualified in specimen collection/processing
- Microsoft Office
- Spreadsheet development
- Insurance processing
- Patient charting
- Health insurance processing
- Insurance eligibility verification
- Medical billing
- High customer service standards
- Conflict resolution proficiency
- Proficient with Microsoft Office Suite
- Microsoft Word, Excel, PowerPoint
- Detail oriented
- Planning/coordinating
- Excellent quantitative skills

### Accomplishments

Honor Roll recipient

### OSHA Compliance

- *Properly disposed of daily biohazard waste in compliance with federal and local regulations.*

### Customer Interface

- *Greeted customers upon entrance and handled all cash and credit transactions.*
- *Assisted customers over the phone regarding store operations, product, promotions and orders.*

### Clinical Skills

- Monitored patient's respiration activity, blood pressure and blood glucose levels in response to medical administration.

### Work Experience

Patient Advocate , 09/2014 Company Name - City , State

Screen patients to Determine Eligibility

Screen patients in Emergency room, throughout the hospital, and as walk-ins

Help patients apply for Medicaid Coverage

Send application and supported documents to Medicaid office

Follow up with patients and Medicaid office

Verify Insurance using Health XNet

Certify accounts in Medicaid portal so client could bill Insurance

Code account accurately to continue following up

Tech , 05/2014 to 08/2014 Company Name - City , State

Verified that information in the computer system was up-to-date and accurate.

Developed patient care plans, including assessments, evaluations, and nursing diagnoses.

Helped physicians examine and treat patients by assisting with instruments, injections and suture removal.

Ensured HIPAA compliance.

Maintained patient privacy and confidential patient information.

Tested patients' blood glucose levels.

Obtained vitals for a floor of 10 patients per shift.

Support Center Rep , 03/2012 to 12/2013 Company Name - City , State

- Responsible for Answering Phones
- Scheduling Patients
- Sending Tech Calls to Triage Nurse
- Auditing Charts

Verified that information in the computer system was up-to-date and accurate.

Collected customer feedback and made process changes to exceed customer satisfaction goals.

Provided accurate and appropriate information in response to customer inquiries.

Addressed customer service inquiries in a timely and accurate fashion.

Externship Site , 02/2012 to 03/2012 Company Name - City , State

- PSR I
- Responsible For Registering Patients
- Answered phones, Scheduled appointments, greeted patients
- Responsible for keeping care of the treatment rooms, records of the office and patients, instruments etc.
- Responsible for the measuring patient vitals such as temperature, pulse rate, weight, height, blood pressure etc. and record their information in record.
- Maintained the data of the patients and office on the computer and keep the records, billing, transactions, books, etc.
- Responsible for the sterilizing and cleaning instruments and preparation of the treatment rooms for patients.
- Answered phones, schedule appointments, greeted patients, sorted mail, and type the doctor's letters and memos when needed.

Credit Education Specialist/Customer Service Rep , 01/2009 to 01/2010 Company Name - City , State

- Responsible for customer service in the Credit Education division, duties included answering customer inquiries, problem solving and providing detailed information on consumer credit.
- Informed incoming callers about services for consumer credit.
- Established great communication skills with customers.

Cashier/Shift Manager , 01/2007 to 01/2009 Company Name - City , State

- Managed Cashiers to ensure order accuracy.

- Took customer's orders correctly and made sure they received their orders promptly.
- Managed team to ensure orders were made correctly and in a timely fashion.
- Responsible for cash drawer balance at the end of each cashiers shift.

#### Educational Background

Certificate : Medical Assistant , 2011 PIMA Medical Institute - City , State , US

PIMA Medical Institute Medical Assistant Certificate Albuquerque, NM 2010-2011 GPA 3.8 Honor Roll recipient.

G.E.D : 2008 Central New Mexico Community College - City , State , US Central New Mexico Community College G.E.D Albuquerque, NM 2008

#### Certifications

EKG CPR Certified CPR Medical Assistant Certificate Medical Assistant

#### Skills

Answering, Credit, Customer Inquiries, Customer Service, Problem Solving, Receptionist, Retail Sales, Cash, Cashier, Answering Phones, Auditing, Scheduling, Medical Assistant, Medical Assistant Certificate, Access, Clerical, Coding, Cpr, Cpr Certified, Cpt, Data Entry, Ekg, Excel, Filing, Icd, Icd-9, Medical Coding, Outlook, Phlebotomist, Phlebotomy, Sterile, Sterilization, Word, Billing, Schedule Appointments