

# Ann M. Cooper-Milne, PTA, AT, STP

9514 Olentangy River Road | Powell, Ohio 43065 | (937) 213-1611 | [amcmilne@gmail.com](mailto:amcmilne@gmail.com)

---

## HIGHLIGHTS

- *Managed two outpatient physical therapy offices over a span of 5 years.*
- *Established and maintained referral source relationships to promote continuity of care.*
- *Strong communication skills to promote efficient and effective management of staff.*
- *Facilitated community involvement, including local Chamber of Commerce and Rotary Club.*
- *Administrative experience in both a large company and a small PT-own practice.*
- *Experience in a variety of roles in the rehabilitation setting allows for greater understanding and facilitation of a cohesive work environment.*

## EXPERIENCE

### **Central Ohio Primary Care Sport, Spine, & Joint, Westerville, OH** *Physical Therapist Assistant*

February 2018-present

#### **Managerial/Administrative Duties:**

- Manage inventory of supplies for the clinic, including medical and office supplies.
- Maintained an open line of communication with referral sources and their medical staff.
- Daily schedule management to ensure all patients are seen in a timely manner.

#### **Clinical Duties:**

- Treated patients in fast-paced, physician-owned outpatient clinic.
- Majority of referrals were from Sport Medicine and PMR physicians.
- Nearly 50-75% of patient treatments were provided to acute and chronic back pain or neck pain patients.
- Provided care to patients under the physical therapists plan of care.
- Treatments provided included the use of laserstim, IASTM, mechanical traction, muscle energy techniques, and exercise-based programs.
- Provided therapy regimens to an average of 50-60 patients per week.
- Trained in Integrative Dry Needling techniques.
- Documented treatments in an electronic medical records system.

### **SpineFirst Physical Therapy, Columbus OH** *Physical Therapist Assistant, Corrective Exercise Specialist*

September 2015 to October 2017

#### **Managerial/Administrative Duties:**

- Played an integral role in restructuring the business model, including change of ownership and rebranding.
- Implemented an electronic medical records and billing system.
- Assisted in the hiring and training of a new lead physical therapist.
- Established and maintained relationships with referral sources throughout the restructuring/rebranding process.
- Facilitated the credentialing process with several insurance companies.
- Trained staff on proper billing/coding to optimize reimbursement.
- Collaborated with other local healthcare providers to promote continuity of care during the restructuring process.
- Continually provided options for growth of the company, including addition of personal training and the most current, evidence-based specialized services.

#### **Clinical Duties:**

- Treated patients in a spine specialty clinic.
- Provided thorough education and treatment in proper lumbar/sacroiliac joint and cervical spine stabilization techniques.
- Frequently provided treatment that included muscle energy techniques.

- Provided therapy regimens to an average of 20–30 patients per week.
- Provided therapies include ultrasound, electrical stimulation, mechanical traction, soft tissue mobilization/myofascial release techniques, therapeutic exercise, gait training, instrument-assisted soft tissue mobilization techniques, therapeutic taping techniques, and stability training.
- Additional duties performed including patient intake and scheduling.

**NovaCare Rehabilitation, Columbus, OH**  
*Site Supervisor, Physical Therapist Assistant, & Athletic Trainer*

September 2005 to September 2015

**Managerial/Administrative Duties:**

- Managed two different clinics, each with a staff of 3 employees.
- Managed a facility in a highly industrial market, catering to a large population of injured workers.
- Built and maintained a strong referral relationship with the local urgent care.
- Established a 24–48 hour timeline to begin treatment for the injured worker's, promoting a continuum of care that improved healing time, and decreased time lost from work.
- Managed a facility in a highly saturated outpatient physical therapy market.
- Established and maintained several referral source relationships, although up against several competitors.
- Maintained an open and direct line of communication with all referral sources.
- Completed weekly reports to update staff on budget metrics.
- Reviewed monthly clinic budget and compiled operational reports for middle management.
- Attended monthly market-wide management meetings to review goals and financial standings.
- Held monthly staff meetings to review financial standings, market changes, and best practices.
- Completed internal medical chart audits.
- Maintained a 95% or better internal medical chart audit score.
- Consistently met the metrics of billable units, charges, and gross revenue per visit.
- Marketing duties involving frequent visits to physicians' offices, participation in community events, and participation in chamber of commerce functions.

**Clinical Duties:**

- Provided outpatient therapy regimens to average of 30–40 patients per week.
- Assisted in maintaining a 90% or greater patient arrival rate.
- Provided therapies include ultrasound, electrical stimulation, mechanical traction, soft tissue massage, therapeutic exercise, anodyne therapy, vestibular treatment, gait training, assistive device fitting/training, return to sport specific training, instrument-assisted soft tissue mobilization techniques, therapeutic taping techniques, and stability training.
- Performed physical ability tests or post offer tests which are utilized to determine the employee's capability of performing the tasks their job requires.
- Managed front desk duties including patient intake, scheduling, electronic patient documentation, and verification of patient insurance coverage.

**Osborn Chiropractic, Columbus, OH**  
*Chiropractic Assistant*

September 2004–September 2005

- Provided initial consults with the patients, administering passive therapies to patients, and teaching and reviewing strength and stabilizing exercises to patients.
- Administered modalities including cryotherapy, thermotherapy, short wave diathermy, electrical stimulation, and ultrasound attended and unattended.
- Gained advanced knowledge and understanding of Lumbar Decompression Therapy.
- Performed patient scheduling, researching patient insurance coverage, and receiving patient payments.
- Compiled all information given by the patient and BWC into a formal report form, corrected final reports, and handled billing.
- Developed strong understanding of Workers Compensation, Medicare, Medicaid, Personal Injury, Auto Accident claims as well as several Major Medical insurances.
- Gained strong understanding of Independent Medical Exams

## CERTIFICATIONS

- OTPTAT Board Physical Therapist Assistant Licensure- PTA007344
- OTPTAT Board Athletic Trainer Licensure- AT002456
- BOCATC Certification Athletic Training- 080402376
- AHA Advance BLS CPR & AED
- Smart Tools Plus

## CONTINUING EDUCATION

- Smart Tools Plus- Instrument Assisted Soft Tissue Mobilization
- Muscle Energy Techniques of the Lumbar and Sacroiliac Joint
- Muscle Energy Techniques of the Cervical, Thoracic, and Rib Cage
- Evidence Based Treatment of the Painful Hip
- Therapeutic Taping
- Delay the Disease
- Vestibular Rehabilitation

## EDUCATION

### **Wilmington College, Wilmington, OH**

*Bachelor of Science in Athletic Training, Cum Laude, June 2004*

- Green Key Honor Society
- Dean's List 5 consecutive semesters
- Sports Medicine Leadership Council

### **Clark State Community College, Springfield OH**

*Associates of Applied Science in Physical Therapy Assisting, June 2009*

### **The Ohio State University College of Engineering: Coding Boot Camp**

*Anticipated completion, March 2021*