

Hannah Wilson

Authorized to work in the US for any employer

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EXPERIENCE

Central Health, Austin TX — HIM Specialist

MAY 2024 - PRESENT

- Responsible for indexing, scanning, and organizing documents accurately for proper closure and notification to Central Health providers, as well as directing incoming electronic faxes to the correct clinic.
- Requests missing or incomplete reports from outside healthcare entities.
- In charge of multiple EPIC work queues such as merging duplicate patient charts, reviewing changes to patient demographics within EPIC, and inputting the correct information to attach incoming lab and imaging results to their corresponding orders.
- Responds to personal, clinical, and third-party requests for medical records via phone call, email, fax, and MyChart EPIC workqueue. Reviews requests to ensure HIPAA requirements are met before beginning the release of information process.
- Organizes and utilizes excel spreadsheets on a daily basis to maintain accuracy and integrity of Central Health patient medical charts.

Texas Mutual Insurance Company, Austin TX — Clerk

JULY 2023 - MAY 2024

- Performed confidential account record keeping and other support duties specific to processing worker's compensation claims.
- Carried out everyday clerical duties such as faxing via RightFax, emailing via Document Delivery, physical mailing of insurance correspondence, as well as certified mailing and contacting Insurance Agents when needed.
- Assisted the Underwriting Support Specialists in 3 regions within the USS Department, with failed documents, insurance policies, Agency Return mail, and spreadsheets for certified sticker usage, via TXM programs provided and in a timely manner.

Hope Hospice, New Braunfels TX — Contract Assistant

DECEMBER 2022 - JULY 2023

- Same responsibilities as previous Hope Hospice Contract

SKILLS & SOFTWARE

EPIC (EMR System)
Brightree (EMR System)

Microsoft Office
Google Suite
Adobe Acrobat
Canva

Scheduling
Interpersonal Communication
Medical Terminology
Experience with Standard Office Machinery
Creating Work Guides
Attention to Detail

Classical Pianist
Over 70 WPM
Tech Savvy

CERTIFICATES

Grade 2 Certificate with Merit
- Certificate awarded by the Associated Board of the Royal School of Music for passing the Grade 2 piano exam.

EDUCATION

Home-Schooled, New Braunfels TX - High School Diploma
AUGUST 2015 - MAY 2019

Volunteer Assistant entry.

- In addition, responsible for updating volunteer scheduling spreadsheet when reports were received, as well as attending clinical meetings to give updates on volunteer visits and request new orders.
- Assisted the financial departments with data entry, and the medical records department with generating weekly reports and printing packets of patient records for facilities.

University of Pennsylvania Ryan Veterinary Hospital, Philadelphia PA— Medical Records Assistant

AUGUST 2022 - NOVEMBER 2022

- Performed records management of an extensive filing system by receiving, sorting and distributing patient charts and documents, updating paper and electronic files, and purging documents as needed.
- Coordinated with other departments within the hospital to maintain and manage patient charts.
- Emailed, faxed, or mailed records upon request.
- Answered incoming calls and routed them to the correct department when needed. Compiled and organized data into spreadsheets for the office supervisor.

Hope Hospice, New Braunfels TX— Medical Records Specialist

JANUARY 2022 - AUGUST 2022

- Organized, sorted, and maintained most up to date patient medical history in EMR system within a timely manner. Obtained further documentation from hospitals, clinics, and private practices when requested.
- Assisted the finance department in the tracking and uploading of medicaid paperwork.
- Processed release of medical information requests for next of kin or designated guardians.
- Responsible for streamlining multiple spreadsheets for tracking patient admission documentation and missing clinical staff visits.

Hope Hospice, New Braunfels TX — Contract Volunteer Assistant

OCTOBER 2021 - JANUARY 2022

- Assisted Volunteer Program Manager in event planning, note taking during meetings, interviewing references during the onboarding process, and preparing for training classes.
- Responsible for entering volunteer visit notes into the EMR

system and filing them both digitally and physically.

- Audited required volunteer paperwork quarterly, catching missing documents in current and previous reports.
- Logged total monthly volunteer hours for company owned thrift store, veteran ceremonies, and bereavement center.
- Answered overflow calls and covered for receptionists when needed.

School of Rock, New Braunfels TX — *Studio Coordinator/Keys Instructor*

JUNE 2020 - SEPTEMBER 2021

- Assisted the business manager in the registering, weekly scheduling, and supervision of students.
- Coordinated with other instructors in both administrative and teaching aspects.
- Gave tours to potential customers and explained the variety of programs offered for all ages.
- Processed purchases and monitored inventory.
- Provided keyboard lessons tailored to the student's needs and goals. Taught from both a contemporary and classical standpoint in order to broaden students' musical abilities.