                       jULIE pOTTER

366 Nathan Hale Road - Coventry, CT 06238 - 860.944.4330 - j.m.potter@sbcglobal.net

**A talented Business Management professional**

Dedicated and technically skilled business professional with a versatile skill set developed through experience in office management, implementations of healthcare information and EMR systems, proficient in gathering, analyzing and defining business and functional requirements. Proven ability to lead seamless implementations and deliver next-generation technical solutions improving revenues and workplace productivity. Excel in resolving employer challenges with solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.

**Key Skills**

|  |  |  |
| --- | --- | --- |
| 16 Years of Office Management  Teambuilding & Supervision  Staff Development & Training  Policies & Procedures Manuals  Successful EMR Implementation | Report & Document Preparation  Spreadsheet & Database Creation  Accounts Payable/Receivable  Bookkeeping & Payroll | Records Management  Meeting & Event Planning  Inventory Management  Expense Reduction |

**Technical Skills**

Advanced in Advantx, Microsoft Access-Outlook-PowerPoint-Word-Excel, Quick Books Pro, Charting Plus, Lytec , IDX, Kronos, Nextgen , Medical Manager, All-Scripts (Touchworks and Professional), McKesson Practice Plus and Meditech

**Experience**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **Lawrence & Memorial Hospital-Operations Manager Associated Specialist of South Eastern Connecticut** | **8/2011 to Present** | |  |  |   \* Management of ASSECT offices (Joslin Diabetes Center, Infectious Disease, Sleep Center, Obstetric Clinic, Neonatology, Neuropsychology)  \*Efficient in gathering, analyzing and defining business and functional requirements; creating/designing processes, workflows and technology solutions for healthcare systems.  \* Assists in developing and implementing short- and long-term work plans and objectives for clerical & clinical functions.  \* Supports and upholds established policies, procedures, objectives, quality improvement, safety, environmental and infection control, and codes and requirements of accreditation and regulatory agencies.  \*Operates within the context of an established budget. Makes recommendations for annual budget and maximizes opportunities to meet and exceed budget guidelines.  \* Assists in the recruiting, hiring, orientation, development, and evaluation of clerical staff. Evaluates performance and recommends merit increases, promotions, and disciplinary actions.    **Medical Practice Partners - EHR Application Specialist**5/2010-6/2011 |   \*Experienced in managing implementations of healthcare information and EMR systems.  \*Efficient in gathering, analyzing and defining business and functional requirements; creating/designing processes, workflows and technology solutions for healthcare systems.  \*Proven ability to lead seamless implementations and deliver next-generation technical solutions improving revenues, margins and workplace productivity.  \*Led new EMR implementation of Allscripts Professional system.  \*Designed and launched "pre-load" training, optimized training documentation prior to go-live and designed custom modifications to accommodate special needs.  \*Documented workflows and executed comprehensive training plan to medical staff that more than doubled EMR access and usage.  **Windham Eye Group, PC - Practice Administrator** 2008-2010 |

\*Successfully built, trained and implemented EMR for a practice that handles over three hundred patients daily.

\*Responsible for all financial bookkeeping, and cost control including, payroll, reimbursements, and inventory control. Decreased office expenditures 15% by implementing needed controls on stock/supplies and by standardizing ordering procedures.

\* Oversee all aspects of in house Medical Billing and coding.

\* Contracting and credentialing of insurances for recertification.

\* Tracked Physicians monthly patient schedules to ensure profitability and appropriate scheduling times.

\* Produced Monthly/Quarterly P/L statements

\* Developed efficiency-enhancing workflow/process improvements that made it possible to accommodate increasing responsibilities necessitated by staff reductions.

\* Revised and implemented human resource policies and procedures.

\* Hire and train employees, prepare weekly schedules for 31 staff members. . Create and Lead Monthly staff Meetings.

|  |  |
| --- | --- |
| **Connecticut Children’s Medical Center- Practice Manager-Multiple Sites,** Endocrinology and Infectious Disease | 2007 to 2008 |

\*Perform inventory control, ordering, and purchasing. Negotiate agreements with vendors, ensure all deliveries accurate and on time.

\* Hire and train employees, prepare weekly schedules for a staff of 49, monitor and evaluate performance.

\* Responsible for all financial bookkeeping, and cost control including, payroll, reimbursements, and inventory control.

\* Oversee all aspects of in house Medical Billing and coding.

\* Contracting and credentialing of insurances for recertification.

\* Tracked Physicians monthly patient schedules to ensure profitability and appropriate scheduling times.\* Produced Monthly/Quarterly P/L statements. Create and Lead Monthly staff Meetings.

|  |  |
| --- | --- |
| **Connecticut Multispecialty Group - Practice Manager-Multiple Sites** | 2005 to 2007 |

\*Lead and implemented a smooth transition to electronic medical records through All-Scripts.

\* Perform inventory control, ordering, and purchasing. Negotiate agreements with vendors, ensure all deliveries accurate and on time.

\* Hire and train employees, prepare weekly schedules for 10 staff & 6 Physicians, monitor and evaluate performance.

\* Responsible for all financial bookkeeping, and cost control, including payroll.

\* Perform all aspects of in house Medical Billing and coding. Contracting and credentialing of insurances for recertification..

\* Tracked Physicians monthly patient schedules to ensure profitability and appropriate scheduling times.

\* Produced Monthly/Quarterly P/L statements. Create and Lead Monthly staff Meetings.

|  |  |
| --- | --- |
| **East Hartford Family Practice, East Hartford- Practice Manager** | 1995 to 2005 |

\* Built practice data system that was recognized by the Hartford Hospital PHO. Designed all practice tools.

\* Responsible for all financial bookkeeping, and cost control including, payroll, and reimbursements. Perform inventory control, ordering, and purchasing. Negotiate agreements with vendors, ensure all deliveries accurate and on time.

\* Oversee all aspects of in house Medical Billing and coding.

\* Contracting and credentialing of insurances for recertification.

\* Tracked Physicians monthly patient schedules to ensure profitability and appropriate scheduling times.

\* Produced Monthly/Quarterly P/L statements

\* Developed efficiency-enhancing workflow/process improvements that made it possible to accommodate increasing responsibilities necessitated by staff reductions. Hire and train employees, prepare weekly schedules for 31 staff members. Create and Lead Monthly staff Meetings.

\*Developed and implemented human resource policies and procedures and designed all practice tools.

\* Oversee and assist with all daily activities from patient registration to patient care, while maintaining excellent customer service.

**Prior Experience**

Medical Assistant-Floating position

\* Practice Experience-Pediatrics, Internal Medicine, Family Medicine, Obstetrics & Gynecology

\* Clerical Experience- Registration, scheduling, referrals/authorizations, phone triage, chart preparation, medical records release.

\* Clinical Experience- Injections, vitals, vision, hearing, strep collection and testing, pap collection, phlebotomy, finger stick, EKG, sigmoid, spirometry, breathing treatment and more.

**Education**

|  |
| --- |
| Morse School of Business, Hartford, CT, Certified Medical Assistant &Certified Phlebotomist  American College of Medical Practice Executives- Certified Medical Practice Executive (CMPE)  Continue Education:  Facilitator 4/17/2010, Total Quality Management 4/17/2010, Benchmarking 4/22/10, Project Management 6/14/2010, Coaching Novice Managers in Progressive Disciplinary Action Process 10/6/10, Conflict Management 10/6/10, Blue Belt Training/Process Innovation/ LEAN 11/2011 |