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**OBJECTIVE:**

Bilingual Medical Office Administrative seeking a position in a medical facility where skills and education are encouraged.

**EDUCATION:**

PCI Health Training Center	Graduate	G.P.A. 4.0
Dallas, TX		
Ferris High School	Graduate	

**PROFESSIONAL EXPERIENCE:**

RapidCare  
Keller, TX 10/18 - Present

Medical Office Admin; Referral Coordinator; responsible for answering all phone calls, checking in as well as checking out patients. Making sure all patients receive correct paperwork, double checking to make sure all labs, x-rays, medical records, etc., from other facilities are in patients charts before being placed in a room. Scan documents into patient charts, collect copays and translate for doctors. Verifying all referrals are sent to correct departments and/ or specialists and prescriptions are called in to pharmacy on doctors' request. Sending out work status reports for Workers' Compensation injuries to employers and insurance companies, as well as drug screen results, physicals and other exams provided by our providers. Creating and sending out referrals, scheduling patients and keeping logged updates of referrals. Calling insurance companies to verify claim numbers, network status, and obtain authorizations for referrals; as well as keeping providers and patients updated on referral statuses. Creating and updating company website and other social media pages.

Advantage Medical Clinic  
Waxahachie, TX 12/16 – 10/18

Medical Office Admin; Referral Coordinator; responsible for answering all phone calls, checking in as well as checking out patients. Making sure all patients receive correct paperwork, double checking to make sure all labs, x-rays, medical records, etc., from other facilities are in patients charts before being placed in a room. Scan documents into patient charts, collect copays and translate for doctors. Verifying all referrals are sent to correct departments and/ or specialists and prescriptions are called in to pharmacy on doctors' request. Sending out work status reports for Workers' Compensation injuries to employers and insurance companies, as well as drug screen results, physicals and other exams provided by our providers. Creating and sending out referrals, scheduling patients and keeping logged updates of referrals. Calling insurance companies to verify claim numbers, network status, and obtain authorizations for referrals; as well as keeping providers and patients updated on referral statuses.

Crescent Medical Center  
Lancaster, TX

10/15 – 11/16

Externship; began my two hundred hours of externship at the Specialty Clinic for Crescent Medical Center, where I was later hired on. I was the medical office admin for the pulmonary department and the Sleep department. I scheduled, confirmed appointments, and posted charges for both departments, as well as for ten other departments. I registered patients, as they were admitted and discharged from the clinic and/or hospital, as well as contacted insurance companies for authorizations. I checked emails and faxes on a daily basis keeping up with referrals, voice messages, pre-authorizations, and other patient information sent to the clinic.

Mac Haik Ford  
Desoto, TX

04/14 – 04/16

Receptionist; as a receptionist for Mac Haik Ford, I was the very first person the customers saw. I greeted all customers and provided them with assistance. I answered phone calls and transferred calls to appropriate departments. I filed and assorted paper work, folders, dead deals, etc. I registered license plates and notified sales representatives of their corresponding paperwork and/or customer information.

Sonic Drive-In  
Palmer, TX

11/11 – 03/13

Carhop; offered excellent customer service, in charge of training all new carhop employees, drive-through service, front counter, bagging area and running the kitchen as well. I was left in charge when the managers had to leave the premises.

All Care Clinic  
Dallas, TX

02/10 – 06/12

Volunteer; was in charge of restocking rooms, cleaned triage rooms, shadowed medical assistants, observed patient treatment, front desk, billing and coding, and was taught how the filing system worked in the clinic.

#### **ADMINISTRATIVE SKILLS:**

HIPAA	Electronic Medical Records	OSHA
Insurance Claims	ICD 9-Coding/CPT Coding	Telephone Techniques
Billing	Medisoft	Medical Terminology
Collections	Legal and Ethical Issues	Scheduling
Written and Electronic Documents	Insurance Verification	ICD 10-Coding/CPT Coding
Smartsheet	CPSI	Recruiting
Referral Coordinating	Hiring	Practice Velocity Trained
EClinical Trained		

#### **CLINICAL SKILLS:**

CPR Certified	Vital Signs	First Aid
DOT Drug Collection Technician	Breath Alcohol Technician	

**REFERENCES:** Available Upon Request