

KARMEN O'CONNOR

10212 Carson Ranch Rd
Crowley, TX 76036

337-658-0529

oconnorkpx@gmail.com

OBJECTIVE

Accomplished healthcare administration professional with experience coordinating medical services for diverse populations. Dynamic professional who continually stays cognizant of laws, technology, and regulations affecting healthcare. Focused and dedicated to delivering high quality service to patients.

EDUCATION

05/2018 • Natchitoches, La

Northwestern State University of Louisiana
Bachelor of Science – Psychology
Minor – Criminal Justice

SKILLS

Data Entry & Transcription
Microsoft Office
Medical Terminology
Scheduling
Electronic Medical Records
Pre-Registration
Pre-Certification
Insurance Verification
Medical Billing & Coding

REFERENCES

Available upon request.

CERTIFICATIONS

01/2018 – 01/2020

BLS for Healthcare Providers
CPR & AED

EXPERIENCE

04/2019 – Present • Shreveport, La

Ambulatory Referral Coordinator • Ochsner LSU Health Shreveport

- Efficiently input patient/guarantor demographics and financial information prior to appointment being scheduled.
- Utilize EMR software to manage and confirm patient's demographics, insurance, and medical history.
- Order surgical procedures, tests and diagnostic procedures (pulmonary function tests, echocardiograms and various hospital procedures).
- Contact patients, hospitals, and medical offices to confirm demographics and medical histories to prevent inaccurate diagnosis and treatments.
- Request MRIs, CTs, X-rays, medical records, and case notes from referring hospitals and medical offices to attach to patient's charts.
- Process internal and external referral orders, including scheduling instructions, treatment instructions, diagnosis codes, insurance authorizations, patient demographics and medical records to forward to referred specialty provider.

09/2019 – 03/2019 • Natchitoches, La

Retail Sales Associate • Its Fashion Metro

- Operated cash register for cash, check, and credit card transactions.
- Refunded payments for returned items, processed exchanges, and offered store credit to achieve customer satisfaction.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
- Trained new sales team associates in products, selling techniques, and other company procedures.

01/2018 – 03/2019 • Natchitoches, La

ER Patient Care Representative • Natchitoches Regional Medical Center

- Monitored adult and adolescent patients with various mental, physical, and emotional impairment in the areas of one on one observation, suicide cases, mental retardation, schizophrenia, alcohol/substance abuse, and bipolar disorder, updating documentation and reports detailing activities, care actions, and hospital determinations.
- Obtained and recorded vital signs, assisted in calming and/or reorienting patients in cases of agitation or confusion, and accompanied patients for clinical tests and procedures.
- Collaborated and communicated needs to healthcare specific to each patient in order to promote safety during care, responding to individualized needs and activities.
- Served as a liaison between nurse and patient's family members, discussing care and plan of action for the future.