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Certified Medical OFFICE Assistant

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| CMOA with experience in a medical practice and additional healthcare experience as an RPT. Known for dedication to providing premium patient care. Skills include:   |  |  |  | | --- | --- | --- | | — Medical Office Management  — Medical Billing & Coding  — Medical Records Management | — Taking Patient Vitals  — Patient Scheduling  — Data Entry | — Customer Service  — Microsoft Office  — Customer Service | |

Education

Certified Medical Office Assistant, 2009-Present

Certified Nurse Aid Certificate, 2007

Certified in First Aid & CPR, 2009-Present

GED Certificate, 2006

Professional Experience

ORION REHABILITATION – Dallas, TX

**Certified Medical Office Assistant/Custodian of records**, 2015-Present

Served as the face of the clinic, provide medical front office and back office assistance in a busy Workers compensation setting office.

* Schedules appointments
* Screens and receives phone calls
* Check in/out patients
* Insurance Verification (Primarily Workers Comp.)
* Referral coordination/Intake
* Medical records
* Collect co-pay
* Transcribe office visit onto letterhead
* Translate English/Spanish

BAYLOR INSTITUE FOR REHABILITATION – Dallas, TX

**Patient Service Specialist,** 2015

* Insurance verification
* Scheduling
* Collect co-payments
* Take phone calls on a multi-line phone
* Translate English/Spanish
* Check in/out patients
* Insurance preauthorization
* Filing/faxing/scanning

DALLAS SPINAL REHABILITATION CENTER — Dallas, TX

Certified Medical Office Assistant, 2009-2015

Serve as a key member of interdisciplinary healthcare team for a busy rehabilitation center. Assist physicians as well as physical and occupational therapy team in ensuring optimal patient care and smooth daily functioning of office.

* Consistently praised for efficient handling of administrative duties (e.g., answering phones, scheduling appointments, maintaining medical records, patient processing, billing and bookkeeping) that allowed   
  doctors and nursing staff to focus on the health concerns of their patients.
* Performs receptionist duties and provides customer service ensuring proper and timely treatment of patients;
* Maintains appointment schedules for clinic;
* Schedules appointments accurately in a timely manner;
* Provides administrative assistance to professional staff;
* Serves as liaison and resource person between support staff, clinicians and staff;
* Screens and receives phone calls;
* Interprets clinician orders, requests for laboratory testing.
* Demonstrated proficiency in taking patient medical histories and vital signs, as well as in performing diagnostic procedures.
* Ensured the cleanliness, sanitation and maintenance of all facilities, exam rooms and equipment.

Douglas & Douglas Zip Services – DeSoto, TX

Receptionist, 2/09-8/09

* Replying phone calls and welcoming clients
* Filing and producing new files and meetings new potential clients.
* Database entry and word process and arranging the police reports, the medical records, contact insurance firm to open PD settlement, claims.
* Keeping call sheets, actions and maintain calendars.
* Ordering supplies, scanning and photocopying
* Collecting/dropping off mail (USPS/UPS/FedEx)

Rent-A-Tire Sales – Dallas, TX

**Sales Agent**, 4/08-1/09

* Answering calls.
* Greeting customers.
* Database entry.
* Accepting and processing payments.