Valerie Griffin

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**QUALIFICATION SUMMARY**

Well-qualified professional, highly motivated and outgoing with strong work ethic skills, exceptional versatility and adaptability, dedication and drive. A compassionate individual, with exceptional problem solving and influential skills; with the ability to manage multiple tasks in a demanding health-care environment.

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**TRANSFERABLE SKILLS**

Customer Relations

**◦** Compassion **◦** Influential **◦** Leadership **◦** Team Work

**◦** Problem Solving **◦** Strong Work Ethic **◦** Time Management **◦** Educator

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**HEALTHCARE EXPERIENCES**

Parkland Health & Hospital System **◦** Dallas, TX May 2018 – Present

**PFS PATIENT REGISTRATION – Emergency Department**

◦ Register patients in the emergency department to complete demographic information. Explain and advise patients of forms such as Consent to Medical Treatment and or Medical Documents, as well as HIPAA and NPP Disclosures. Educate on policies, procedures, or services to patients using administrative knowledge if applicable to registration.

**◦** Documented valuables, and property records upon inpatient and or observation admission.

Parkland Health & Hospital System **◦** Dallas, TX July 2013 – May 2017

**GENERAL CLERK III – Bed Access Management**

**◦** Works in conjunction with health care individuals to facilitate the medicine team assignments for patient’s admission to the hospital and problem-solve difficulties related to team assignments in Bed Access Management.

**◦** Communicates with medical staff in the Emergency Department and other areas of the hospital to facilitate medicine patient’s admissions.

**◦** Maintains accurate documentation of daily medicine admissions and distributes medicine admission log daily to medicine administration and hospital physician group.

**◦** Serves as an information resources for external facilities, patient, patient families, nursing units, and physicians.

**◦** Facilitates and assist Care Coordinator’s within Bed Access Management.

Parkland Health & Hospital System **◦** Dallas, TX July 2011 – July 2013

**PFS PATIENT REGISTRATION – Emergency Department**

◦ Register patients in the emergency department to complete demographic information. Explain and advise patients of forms such as Consent to Medical Treatment and or Medical Documents, as well as HIPAA and NPP Disclosures. Educate on policies, procedures, or services to patients using administrative knowledge if applicable to registration.

**◦** Documented valuables, and property records upon inpatient and or observation admission.

Texas Regional Medical Center **◦** Sunnyvale, TX August 2010 – July 2011

**PATIENT ACESS SERVICE – Emergency Department**

◦ Contact medical facilities or departments to schedule patients for tests and or admission. Operate office equipment such a voice mail messaging systems, and use word processing, spreadsheet, and other software applications to prepare reports, invoices, financial statements, letters, case histories and medical records.

◦ Keep financial records and perform other bookkeeping duties, such as handling credit and collections and mailing monthly statements to patients. Transmit correspondence and medical records by mail, e-mail, or fax.

**◦** Completed insurance and other claim forms. Greet visitors, ascertain purpose of visit, and direct patients to appropriate staff. Arrange hospital admissions for patients. Scheduled appointments.

Methodist Charlton Medical Center **◦** Dallas, TX August 2009 – August 2010

**PATIENT ACCESS SERVICE – Emergency Department**

◦ Interviewed patients to complete documents, case histories, and forms such as intake and insurance forms. Educated policies procedures, or services to patients using medical or administrative knowledge. Transmit correspondence and medical records by mail, e-mail, or fax.

Baylor Medical Center **◦** Irving, TX September 2006 – July 2009

**PATIENT ACCESS SERVICE - Emergency Department**

**◦** Performed, various clerical and administrative functions, such as ordering and maintaining an inventory of supplies.

**◦** Scheduled and confirmed patient diagnostic appointments, surgeries and medical consultations. Completed bookkeeping duties, such as credits and collections, prepared and sent financial statements and bills.

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**COMPUTER SKILLS**

◦ WPM 70 ◦ Epic ◦ TeleTracking ◦ Smart Web ◦ Patient Portals ◦ Internet ◦ Email ◦ Fax ◦ Photocopier ◦ Scanner ◦ MS Word ◦ MS Excel ◦ Siemen-MS4 ◦ Healthvision ◦ Cerner ◦ Web MD ◦ Allegra – IntraNexus ◦ Cisco – Finesse Telephone System

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**CHARITIABLE ORGANIZATIONS**

**Gods Praise Missionary Baptist Church North Texas Food Bank** Organists **◦** Dallas, TX During, the Holidays **◦** Dallas, TX

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**EDUCATION**

**HIGH SCHOOL DIPLOMA**

Hobbs High School **◦** Hobbs, NM Graduated - 1988