**Objective:**  Is to exhibit my potential to an employer that would view and best utilize my overall talents as an asset and contribution to the future growth of the company. Secondly, to secure a position with an employer that first, promotes within whenever possible, that nurtures, shapes, and mold their investments to excel in their work endeavors through continuing educational programs and advancement opportunities.

**Professional Summary:**

I over of 25 years of indirect and direct customer service experience. Since 2003 my tenure in the healthcare industry has afforded me employment opportunities with various great employment entities! I am a dedicated and highly energetic professional with a strong background that encompasses various aspects of providing excellent customer service. Proficient in team interpersonal relations, self-motivate, dependable and flexible. I am an excellent facilitator with the ability to organize, direct staff, and implement procedures. Areas of expertise are:

***Team Leader\*Staff Development\*Proficient Customer Service Skills***

**Employment History & Responsibilities:**

**Dallas Regional Medical Center**

**1011 N. Galloway Ave**

**Mesquite, Texas 75149**

**214-320-7000**

Contact Person: Mr. David Tijerina-Patient Access Director

Position Held: Patient Account Registrar-November 13, 2017-Present

* Registration of patients with emergency and/or clinical needs.
* Collection of patients’ liable deductibles and co-payment amounts that are due for services rendered.
* Ensure all necessary signatures have been obtained for treatments and billing purposes.
* Insurance verifier specialist.
* Verification of nightly census report which entails making sure that the report has been received from the House Supervisor, ensuring patient’s admission status is correct, reassuring that the correct insurance is loaded onto patient’s account for accurate and timely billing purposes and making required adjustments as necessary, verification and faxing of Inpatient/Out of Network notifications.

**Texas General Hospital**

**2709 Hospital Blvd**

**Grand Prairie, TX 75051**

(469)-999-0000

Contact Person: Ms. Glenda Akins- Patient Access Supervisor

Position Held: Registrar-November 4-2013-Tempoarily closed on August 20, 2018

* Initiates pre-registration for patients with emergency and/or outpatient clinical needs.
* Enters confidential personal health and financial information into computerized system with a high rate of accuracy. Efficiently complies with federal (HIPPA), state, and local laws in ensuring patient privacy.
* Maintains the continuity of work operations by appropriate documentation and communicating actions, irregularities, and continuing needs to proper management officials.
* Provides exemplary customer service; treat patients and co-workers with courtesy and discretion.
* Provide the initial training of new hire employees.
* Responsible for the development of a training manual regarding CPSI admission functions, as well as insurance reference book.
* Collection of patients’ liable deductibles, co-insurance, and co-payment amounts that are due for services rendered and reconciles daily cash reports.
* Ensure all necessary signatures have been obtained for treatment and billing purposes. Reviews medical records for completeness, assembles records into standard order and files records in designated areas according to applicable numeric and alphabetic filing systems.
* Maintain an average individual monthly QA score of 98%.
* Insurance verifier specialist.
* The verification of physicians’ license/credentials and adding the physician into the CPSI software system.

**Texas Health Resources-HEB**

**1600 Hospital PKWY**

**Bedford, TX 76022**

**(800) 367-5690**

Contact Person: Ms. Chelsa Walker-Patient Access Manager

Position Held: Team Leader/Registrar-July 30, 2012-February 26, 2015

* Job duties at Texas Health Resources and Texas General Hospital are equivalent.
* In addition, I was responsible for supervising a registration staff of 20 employees. My role during designated shift hours encompassed the management of daily activities of the registration department, making sure productivity was met, that all employees were safe, and that policies and procedures were executed and followed.
* During my employment with THR, I maintained a monthly QA score of 98% or better.

**HCA) Patient Account Services**

**Medical City of Dallas Hospital**

10030 N. MacArthur Blvd, Ste. 100

Irving, TX 75063-5001

469-420-7000/972 566-6808

Contact Person: Juan Perez – Patient Access Manager

Position Held: Team Leader- **December 15, 2003-June 20, 2012**

* I was responsible for supervising a registration staff of 20 employees. My role during designated shift hours encompassed the management of daily activities of the registration department, making sure productivity was met, that all employees were safe, and that policies and procedures were executed and followed.
* Registration of patients with emergency and/or clinical needs.
* Insurance verifier specialist.
* Maintain individual and departmental QA statistics and other daily reports such as: wait times, collections, pre-status, ESP, and patient left. The latter report was implemented by me to reduce the percentage of patients that were discharged from the emergency room in left status.
* Assist department manager in educating, training, and developing employees to be efficient in their roles.
* Work closely and professionally with nursing staff and ancillary departments in effort to maintain a teamwork environment.

**Baylor University Medical Center**

3500 Gaston Ave.

Dallas, TX 75246

(214) 820-2957

Contact Person: Gail Price – Patient Access Manager

Position Held: Registrar-**May 5, 2007-December 2007**

* Registration of patients with emergency and/or clinical needs.
* Collection of patients’ liable deductibles and co-payment amounts that are due for services rendered.
* Ensure all necessary signatures have been obtained for treatments and billing purposes.
* Insurance verifier specialist.

**Religious Affiliation**:

Church of Christ at Mountain View- 4111 W Illinois Avenue Dallas, TX 75211 \*214-339-7145.

**Education:**

MY CURRENT GRADE POINT AVERAGE IS 3.9 AND I AM A CANDIDATE FOR PHI THETA KAPPA AS I PURSUE AN ASSOCIATE OF ARTS DEGREE IN BUSINESS ADMINISTRATION AT TARRANT COUNTY COMMUNITY COLLEGE, LOCATED IN NORTH RICHLAND HILLS, TEXAS. FORMER HIGH SCHOOL GRADUATE OF BUCHHOLZ HIGH SCHOOL LOCATED IN GAINESVILLE, FLORIDA.

**References:**

1. Timmie E. Knight Minister-600 W Avalon Ave Unit #175 Longview, TX 75602. [903] 331-9273
2. Stephanie Lewis Former Supervisor-2815 Osler Dr., Apt 8104, Grand Prairie, Texas 75051 [972] 822-4867
3. Krystina Jefferson-1411 Summer Brook Cir, Arlington, Texas 76011 [817] 323-4176