LaShonda Palmer

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**Seeking long term career in healthcare**

A professionally trained, Patient Access Representative with experience working in hospitals and clinics. Performing general clinic office functions, such as patient registration, insurance verification, collection of co-insurance/ co-payments, scheduling of diagnostic and follow-up appointments, answer inbound and outbound calls, etc…

**Professional Experience**

06/2019 – current

Patient Care Technician,ut southwestern medical center

* Performed patient care for the Medical Intensive Care Unit (MICU) and other departments within the hospital
* Worked as a Healthcare Unit Coordinator performing front office duties, such as admissions, data entry, filing, faxing, scanning, discharging of patient
* Prepare rooms for new admin
* Record information in patients charts, obtain vital signs, weights, glucometer checks, monitored patients

Health

* Report any changes the RN or Charge Nurse

12/2018 – 04/2019

Patient Access Service Representative,Baylor Scott and white health

* Verify patients demographics and insurance coverage and perform pre-registration prior to date of service
* Negotiate over the phone to help resolve patients account (offer payment plans)
* Cross-trained in other areas within department
* Communicate between different departments
* Transferred calls according to patients needs
* Answer phones via automated dial (inbound and outbound calls)
* Follow scripted benefits verification and pre-certification format and record responses
* Complete Medicare Secondary Payor Questionnaire as applicable for retention in imaging

11/2016 – 10/2018

Home Health Aide/Personal Care Attendant,Wkm healthcare

* Worked with clients in their home (disabled, hospice, etc…)
* Medication reminders and assist with activities of daily living
* Assisted clients with light housekeeping, meal preparation, personal care etc…
* Help client with ambulation and transportation assistance
* Help keep clients room neat to prevent falls and other injuries
* Report changes within client’s condition
* Assist client’s with their activities of daily living

08/2014 – 04/2017

Unit Technician/Medical Assistant/Patient Care Technician,Parkland health and hospital system

* Worked in OBGYN clinic and emergency department
* Performed front and back office duties
* Assist physicians and sonographer with chaperoning when needed
* Provided customer service to patients and their families
* Performed clerical and administrative task
* Performed blood draws, needle sticks finger sticks blood glucose testing, pregnancy testing etc…
* Administered injections and vaccinations
* Clean rooms after patients, stock and restock
* Performed patient registration

03/2015 – 08/2016

Healthcare Unit Coordinator/Patient Care Technician,ut southwestern medical center

* Communicate with doctors, physicians, nurses etc.… in the PRE-Surgery
* Schedule/reschedule/cancel patients appointments as requested
* Greet visitors, staff etc…. Communicate between different departments and healthcare team to assure proper care of patient
* Performed customer service, clerical and administrative task… data entry, copying, faxing, scanning, sending out memos and correspondence, etc…
* Organize, file and prepared patients charts and medical records
* Cross-trained in other areas of different departments
* Clean, stock and prepare rooms after discharge of patientObtain patients vitals, I/O, glucometer checks, weights
* Transport patient via wheelchair, stretcher to another floor

10/2017 (staffing Agency)

Medical Assistant,cn staffing

* Worked in Family Medicine
* Administered injections and vaccinations
* Review patients charts and update medical history if needed
* Performed EKG, vital signs, phlebotomy, etc…
* Prepare patients for examinations
* Clean, stock and prepare exam rooms for physicians
* Cross train in both front and back office
* Prepare patients charts for medical records

10/2013 – 07/2014

Certified Nurse Assistant,Arbor house

* Worked with residents dealing with Alzheimer and Dementia
* Take and record vital signs, report changes within patients condition
* Assist with meal preparation, transfers, ambulation, personal care etc..

**Education**

7/2019-current

West Coast University…. Dallas, TX

05/2003

Ferris High School…. Ferris, TX Diploma

03/2004

BAH Career Institute…. Dallas, TX Certification… (NA0008978475)

10/2014

Texas Center for Massage Therapy…. Arlington, TX Diploma

**Skills and Abilities**

* Goal oriented, persistent
* Experience working with different insurance carriers (commercial)
* Proficient in MS Word, Excel, Power point
* Knowledge working with Epic, Cisco, Re condo system
* Self -starter, responsible, self- motivated, precise in work, dependable, flexible
* Excellent interpersonal and communication skills both verbal and written
* Eager to learn new things, takes initiative to ensure that job gets done properly and efficiently
* Knowledge of medical terminology, ICD 9/10 codes and diagnosis, HIPPA and OSHA
* Excellent customer service and clerical skills
* Patient care focused, works well under pressure in a fast-past environment
* Worked as Claims/Transaction SR processor for Blue Cross Blue Shield in 2009-2013
* Worked as Unit Secretary for School for Allied Health Professionals in 2008
* Worked as Direct Care Staff for residential group home taking care of consumers in 2006-2008
* Worked as Secretary/Receptionist for law firm in 2006

**References**

Available upon request