

Lilia Zaleski

Patient Service Representative II

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Lilia-Zaleski/3dc72477a637cff6](https://www.indeed.com/r/Lilia-Zaleski/3dc72477a637cff6)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Patient Service Representative II

Nemours Dupont Pediatrics Childrens Hospital - Newtown Square, PA - February 2014 to August 2015

- Trained in Epic System
- Receive patients in a professional and caring manner
- Gather and update information regarding demographics and insurance in a respectful and confidential fashion
- Schedule and confirm appointments
- Obtain authorizations and precerts
- Document and confirm appointments
- Gather and update information regarding demographics and insurance in a respectful and confidential fashion
- Answer telephone using proper phone etiquette and direct calls accordingly
- Maintain content and organization of medical records
- Register patients, collect payments from patients, post charges according to procedures, provide receipts and appropriately document all financial transactions. This includes cash reconciliation and bank deposit preparation
- Order clerical and clinical supplies and maintain records.
- Monitor waiting rooms and keep patients informed as to schedule delays.
- Advise families regarding obtaining Medicaid coverage and/or Nemours Financial Assistance for their children
- Assist with arrangements for transportation
- Assist with patient flow.
- Prepare office communications
- Participate in quality improvement activities
- Filing of patient charts, correspondence and related documentation scan documents into EPIC.
- Maintain inventory of supplies and forms
- Open and sort mail, lab reports and consultation reports. Stamp "received" and distribute for Provider review.

Medical Office Receptionist/Medical Office Manager

Crown Therapists, Inc - October 2008 to May 2011

Promoted during 1 year term, and quickly became a trusted office manager, while also performing receptionist duties. Earned a reputation for maintaining a positive attitude, while also producing high-quality work.

- Efficiently handled administrative duties (e.g., answering phones, scheduling appointments, maintaining medical records, patient processing, billing, and bookkeeping)
- Demonstrated proficiency in obtaining patient medical histories/demographics
- Ensured the cleanliness, sanitation, and maintenance of all facilities, exam rooms, and equipment.
- Operated office equipment such a multi phone system, voicemail, fax, copier, typewriter, and software applications.
- Completed all medical billing and coding

- Collaborated with Orthopaedic Surgeons to schedule emergency cases.
- Consulted with insurance representatives and clients to ensure all referrals and proper documentation were retained prior to services.
- Prepared and faxed authorizations to proper departments at Horizon, and other insurance carriers requesting documentation.
- Assisted patients with any questions regarding bills.
- Posted payments, collected copays or coinsurance.
- Responsible for maintaining payments received through the day and deposit drops.
- Scheduled follow-up visits.
- Maintained doctor's license and insurance.
- Collaborated with motor vehicle and workers compensations adjusters' ensuring that proper authorizations were obtained and all paperwork was processed for claims.
- Handled personal tasks for Physical Therapist and Occupational Therapist.

Certified Nursing Assistant/ Activities Assistant/Unit Clerk

Victorian Manor Nursing Home - North Cape May, NJ - September 2002 to 2005

September 2002- 2005

Joined the Genesis Corporation in 2002, during my second year was offered a position with the recreation department. Promoted to unit clerk approximately my first year as recreational assistant.

Certified Nurse's Assistant/Home Health Aide

- Assisted patients with Activities of daily living (ambulation, range of motion showers, bathing, feeding, dressing)
- Responsible for recording patients input and output.
- Performed scheduled room visits with hospice patients and those without family.
- Maintained patient confidentiality (HIPPA & OSHA regulations)

Unit Clerk

- Delegated aides schedules and side work.
- Ordered and maintained stock of any medical supplies need by staff (Nurses, LPNs and Nurses aides)
- Answered all phone calls and ensured that they were received by proper person.
- Maintained patient charts (DNRS & Living wills)
- Prepared any/all paperwork necessary for admissions and discharges.
- Maintained patient confidentiality (HIPPA & OSHA regulations)

Recreational Assistant

- As recreational assistant /CNA, attended any in services as well as care plan meetings.
- Performed scheduled room visits with hospice patients and those without family.
- Chaperoned patient outings to ensure proper care and safety.
- Maintained patient confidentiality (HIPPA & OSHA regulations)
- Provided sensory stimulation, daily exercise, and coffee for patients each morning.
- Assisted aides with feeding and patient care.

EDUCATION

Health Studies /Nursing

ATLANTIC CAPE COMMUNITY COLLEGE - Cape May, NJ
2015

High School Diploma

LOWER CAPE MAY REGIONAL HIGHSCHOOL - Cape May, NJ
2001

ADDITIONAL INFORMATION

References and letters of recommendation upon request.