

Paris Malcolm Woods
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Objective: Hardworking healthcare professional with strong ethics, looking to obtain a position, which will enable me to fully utilize my strong computer, social, administrative, and office management skills.

Education

UPENN
Full Stack Web Development Bootcamp

Philadelphia, PA
Expected Graduation: June 2024

Temple University
College of Health Professions and Social Work
Bachelors of Science in Public Health
Major: Public Health

Philadelphia, PA
Graduated: May6, 2016

Work Experience

Family Practice and Counseling Networks
Practice manager

Philadelphia, PA
February 2023 – Present

- Supervises direct reports of respective department.
- Collaborate and define job responsibilities and oversees work assignments and scheduling for direct reports.
- Recruits, orients, develops and evaluates direct reports
- Handles performance issues and participates in feedback with staff members, including performance evaluations, discipline and commendations.
- Works collaboratively with the clinical management to:
- Optimize scheduling and patient flow within respective department
- Develop and implement necessary workflows within department
- Disseminate clinical practice and administrative information to support staff
- Ensure required/needed trainings and competencies are completed
- Performs end of day reconciliation of the patient schedules/appointments
- Ensure all appointments are reconciled
- Ensure all patient collections are correctly documented in the EHR
- Ensure department deposits are accurate and submitted
- In collaboration with IT, Billing, trains the PSR's and support staff in proper use of the EHR and PM information systems
- Assure that proper protocol is followed within PSR job duties for patient registration, efficient scheduling, timely handling of phone calls and messages, SSF fee assessment, consents, BLE completion and processing, co-pay collection.
- Manage patient access to ensure timely access to care
- Responsible for maintaining schedules in health record
- Liaison between the front (PSRs) and clinical support teams of department to ensure excellent communication, high quality patient care and patient/staff satisfaction
- Liaison with the Finance department regarding any billing, collections, insurance-related

situations

- Liaison with the Credentialing department to ensure the timely and accurate completion of required paperwork and documentation.
- Assures that all staff has the adequate job resources to complete their tasks.
- Maintain HIPAA regulations via training and supervision of support personnel and maintenance of an overall environment that promotes and supports patient confidentiality
- Liaison with IT to ensure all is functioning optimally within respective department
- Involved in CQI processes, such as overseeing patient complaints and ensures that they are addressed and documented.
- Handles patient concerns and complaints to achieve the highest level of customer satisfaction.
- Manages the inventory of supplies, acquisition of equipment/supplies and other service issues that impact on the delivery of service.
- Ensures compliance with RHD, FPCN, and other governmental agencies policies and procedures.
- Provides lab oversight and adherence to standards and regulations.
- Provides coverage as needed

Lead Patient Service Representative

November 2020 – Present

- Supervise and assist Patient service representative.
- Attend progression meetings and debriefing.
- Conduct supervisions, coaching's, huddles, and meetings for Patient service representatives.
- Assist Human Resources with interviews and hiring of Patient service representatives.
- Work under the guidance of Supervisor and follow departmental policies and procedures.
- Inform patients about delays and waiting times.
- Attend educational trainings for professional development.
- Respond to patient queries and concerns in a professional manner.
- Stay updated with information regarding insurance programs and funding sources.
- Delegate and oversee all task and responsibilities to Patient service representatives.
- Sign timesheets of Patient service representatives.
- Approve or deny paid time off request of Patient service representatives.
- Assist Patient service representatives with registration.
- Perform all regular Patient service duties.

Patient Service Representative

April 2018 – November 2020

- Schedule patient appointments
- Obtain patient address, contact details, insurance information and medical history
- Greet and register patients
- Verify patient's insurance coverage and collect co-payments.
- Process credit card payments and balance daily cash deposits.
- Maintain patient data up-to-date and verify patient information at every visit.
- Work under the guidance of Supervisor and follow departmental policies and procedures.
- Inform patients about delays and waiting times.
- Review patient accounts, identify delinquent accounts and collect due amounts.
- Attend educational trainings for professional development.
- Respond to patient queries and concerns in a professional manner.
- Stay updated with information regarding insurance programs and funding sources.
- Assist patients in processing patient consent forms with tablet.

- Screen patients for financial assistance and assist them in preparing required funding documentations.

Thomas Jefferson University Hospital
Philadelphia, PA

Environmental Services

August 2016 – January 2018

- Cleaned designated patient rooms and support areas
- Sanitized floors, surfaces, windows, and furniture
- Provided housekeeping support to patients and workers
- Distributed clean linen
- Replaced linens and make up bed units
- Maintained a clean, safe environment, assuring availability of supplies
- Removed trash and soiled linen

CVS Pharmacy
Philadelphia, PA

Sales Associate

September 2015 – August 2016

- Greet and interact with customers entering the checkout area.
- Accept payment by cash, check, credit cards, vouchers, or automatic debits.
- Provide receipts, refunds, credits, or change due to customers.
- Communicate with customers by providing information and resolving conflicts.
- Establish or identify prices of goods and arrange bills using cash registers.
- Answer customers' questions, and provide information on procedures or policies.
- Sell items to customers.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Stock shelves, and mark prices on shelves and items.

Pennsylvania Hospital Diabetes Education Center
Philadelphia, PA

Student Health Educator Intern

September 2015 – December 2015

- Answer phone calls and record messages
- Copy, fax, and file documents
- Handle confidential medical records while following HIPPA guidelines
- Teach and administer insulin using pen device and vial and syringe
- Teach and administer blood sugar testing using safety guidelines
- Teach Diabetes Self-Management to patients in inpatient and outpatient setting
- Teach Diabetes Self-Management to vulnerable and diverse populations
- Handle medical supplies
- Arrange handouts and educational materials
- Assist with specific individual patient needs and concerns
- Maintained a clean, organized, and professional work environment
- Assist with outgoing mail
- Sort materials, forms, and letters in designated locations
- Create spreadsheets and documents for program needs
- Maintain and update electronic records using secure medical database
- Refer patients in need of outside services

Other Activities

Expert with Microsoft office programs (Word, Excel, PowerPoint, and Publisher)

Volunteer at BEBASHI transition to hope

April 2014 – May 2014

Volunteer at Schuylkill Wildlife Clinic

May 2009 - June 2010

References