

HIM JOB SEEKER

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Sensitive and compassionate team member with honed clerical & HIM skills with attention to details

PROFESSIONAL EXPERIENCE

Imaging Office Specialist, Diagnostic Imaging, Adventist Health Care **2001-Current**

- Process medical release requests frequently with incomplete or vague information.
- Locate requested materials by reviewing and correlating complex and detailed medical reports to films, monitor or request return of non-digitized originals.
- Developed process for maintaining and returning outside facility mammogram.
- Establish an instant rapport and relationship with patients and physician's staff over the phone.
- Track location and make phone requests for 50-60 electronic and hard copy x-ray /films and reports daily from on and off site storage.
- Managed change over in digital imaging from hard copy to electronic. Determine archival system to retrieve digital images. Use multiple screens while attaching scanned paper reports/films to patient record.
- Sole administrative support for multi-functional department (10 techs and 15 radiologists) which requires: extensive clerical and listening skills; tracking projects; prioritizing requests and handling multiple interruptions by phone and walk in.
- Greet, check in and confirm registration for patients/visitors or redirect to appropriate department. Coordinate managed care with many departments, office staff, physicians and outside providers patients.
- Knowledge of hospital database programs, i.e. HBOC, Physician Portal, Pathway scheduling, Stentor, and Hologic.

Imaging Clerk, Provider Contracts, Adventist Health Care, Finance Department **1999-2001**

- Obtain contracts, credentialing/re-credentialing related documents/correspondence and other forms from paper provider file.
- Communicate effectively to function as a productive work unit and contribute to the unit's planning and organizational efforts.
- Prepare clear and accurate scanning of approx. 3,000 documents daily indexing, and file maintenance of documents.
- Demonstrate IMAGE quality guidelines and cooperate with IMAGE auditors in incorporating feedback to maintain the highest level of quality.
- Assist in clerical tasks, data entry/retrieval and provider lookup in Amysis, to manage heavy work flow.
- Utilize PC program, i.e. Microsoft Word, Access, Excel, Internet, Outlook, and hospital-based programs.

Administrative Clerk, Adventist Health Care, Finance Department **1998-1999**

- Coordinated and processed all faxes and mail. In addition, provided filing services, while continuing to retrieve and process data as needed.
- Ability to seek out answers in a quick and efficient manner as well as working independently with little or no supervision.
- Demonstrated positive interpersonal relations in dealing with fellow co-workers, other department employees and executives.

- Maintained confidentiality of information relating to patients, medical staff, and employees.
- Special Projects Included: Appointed key contact during E-mail migration, Created Contract work flow chart, Software assistance, Entry of Settlement checks for Jackson County Physicians in Amisys database system.

Regional Program Assistant, Dialysis Services, Adventist Health Care

1996-1998

Formerly Diabetes Treatment Center of America, a regional diabetes center servicing inpatients and outpatients for multiple Sisters of Providence locations.

- Responsible for coordination of operations for four hospital sites including management of all billing processes. Required extensive organization skills, computer skills, and public relations abilities.
- Proficient in the use of personal computers, specializing in MS Office suite, hospital based data systems, and billing systems.
- Managed the scheduling of 1600 outpatients for four sites, six clinicians, and one executive director.
- Liaison between corporate office, clinical staff, and hospital personnel.

Customer Service Representative, Fry's Electronics, Wilsonville, OR

1995-1997

- A multi-dimensional position requiring coordination between managerial staff, and sales force. Provided back up support to sales force, while continuing to support executive staff needs.
- Acted as a liaison between customers and other store personnel, resolving conflicts, account issues, ordering special stock items, and coordinating all necessary merchandise repairs and returns.
- Coordinated "store closing" procedures, e.g., cash till closing and balancing, tallying of instore charge slips, verification and calculation of received checks, etc.
- Supervision of six other sales representatives.

OTHER PROFESSIONAL EXPERIENCE

Wright Patterson Air Force Base, Receptionist/Secretary 1993-1995
 Monterey Peninsula College, Monterey, CA Teachers Assistant 1992-1992

EDUCATION

CPR certified
 Portland Community College, Health Information Management Program, (expected) 6/2010
 Portland Community College, Business Management 2001-2006
 Clark Community College, Business Management 2000-2000
 Medical Claims and Billing Processor, Certificate obtained 1998-1999
 California State University, Business Management 1993-1995

VOLUNTEER EXPERIENCE

Adventist Safety Committee
 Oregon Food Bank
 Loaves and Fishes
 American Red Cross Emergency Food Program
 Race for the Cure