

QUANTIA HOLLIS

Front and Back Office Medical Assistant

Objective & Summary of Experience:

To obtain an entry level position in the Medical Industry.

Education

GEORGIA STATE UNIVERSITY ATLANTA, GA
Bachelor of Science, Nursing

DECEMBER 2021

GEORGIA STATE UNIVERSITY
Associate of Science– Health Science

December 2018

Certifications: Phlebotomist JUNE 2015

Work Experience:

INKPEN MISTAKES CORPORATION
CEO
Location: Atlanta, Ga

Employed: 09/2017-Present

- Implements and orchestrates small business development
- Administers business operations organization
- Creates and promotes project management skills
- Provides leadership and communication skills
- Choreographs startup acquisitions for small businesses
- Coordinates strategic planning for small businesses

MIDTOWN MEDICAL ASSOCIATES
Back Office Medical Assistant
Location: Atlanta, Georgia

Employed: 04/2019 – Present

- Operate multi-line telephone to answer, screen, or forward calls, provide information, take messages, or scheduled appointments
- Provides information, take messages, and reschedules appointments.
- Measures and records vital signs.
- Records patient interview, history, and chief complaint.
- Provides patient education with regards to medications and management of diagnosis.
- Prepares patients for examinations and performs routine screenings and tests.
- Assists physician with exams and collection of lab specimens.
- Performs basic lab tests, EKGs, and prepares and administers medications with physician authorization.
- Change dressings, applies bandages, removes sutures and other first aid procedures.

Front Desk Medical Assistant
Location: Atlanta, Georgia

Employed: 06/2015-04/2019

- Verified insurance eligibility and benefits and filed and maintained records.
- Received payment and record receipts for services.
- Submitted claims to insurance companies with attention to detail and a commitment to accuracy.
- Provided excellent customer service to patients and other visitors who entered into the office.
- Check-in and check-out patients, scheduled appointments, answer a multi-line phone system, record messages, verified patient benefits, collected copays and other out of pocket expenses.
- Helped improve employee morale in the office leading to increased productivity and increase patient volume.
- Cross-trained to assist office manager with her duties whenever away from the office to maintain productivity.
- Medical coding and billing for 3 physicians

ANKLE AND FOOT CENTER OF GEORGIA

Employed: 10/2013 – 05/2015

Front Office Coordinator
Location: Atlanta, Georgia

- Provided excellent customer services in a medical institution that treated patients concerning any foot related issues and ensured all patients were well attended.
- Controlled office operations, workflow, office staff – including recruitment, performance management and training/development of specialty practice.
- Managed client reception and client services coordination. Maintained and operated the electronic health records and billing system.
- Supervised facility procedures related to insurance and billing and solved patients queries regarding their insurance.
- Ensured the office is up to date on current government and state laws and regulations.
- Oversaw the financial aspect of the medical office such as billing by monitoring and assigning ICD-10 and CPT codes to ensure patient and treatment accuracy and quick insurance reimbursements.
- Maintained compliance in areas such as OSHA, HIPAA, coding and guidelines.
- Offered financial assistance to patients regarding out-of-pocket expenses for surgery and other performed procedures.
- Developed strategies for alternative options regarding payment for non-covered procedures and services.

ATLANTA PERINATAL ASSOCIATES

Employed: 03/2009 – 10/2013

Front Office Compliance Coordinator
Location: Atlanta, Georgia

- Provided customer service by verifying necessary demographics, insurance information and referrals.
- Scheduled appointments and collecting co-pays and balances.
- Ordered supplies, confirmed patient's appointments and greeted patients.
- Administered training processes for front office staff.
- Updated policy and procedure manuals and protocols.
- Scheduled diagnostic and hospital procedures while adhering to all HIPPA guidelines and regulations.
- Maintained safe, secure, and healthy work environment by establishing and following standards and procedures, complying with all legal regulations.

GEORGIA THERAPY ASSOCIATES

Employed: 12/2005 – 12/2009

Office Manager
Location: Columbus, Georgia

- Supervised a staff of 7, maintained patient files, checked in new patients, received patient payments & handled large amounts of cash.
- Managed Company Database using Microsoft Office Programs, gathered data for monthly revenue reports, screened and scheduled appointments for two staff doctors.
- Provided client information to physician's nurses and therapists. Participated in unit staff meetings and patient care conferences.

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Skills & Proficiencies Summary:

- Medical Management
- Office & Clerical Support
- Team Development
- Solution Identification
- Customer Services
- WomenLead Cohort
- OSHA Compliance
- Medical Billing & Insurance
- Medication Administration
- Medical Terminology
- HIPPA / Claims / Medical Coding
- Patient Financial Services

Skills:

- ✓ *Microsoft Office Suite (to include: Word, Excel, PowerPoint, Outlook & Oracle) / 60+ WPM typing
10 Stroke Keypad / Organization & Time Management / Medical Coding / Outpatient Care Giver*