

Verba Denise Vernon-Ewing, BSHA

HEALTHCARE ADMINISTRATOR

Irving, Texas 75062 | dewing1221@gmail.com | Cell 214-552-2156

PROFILE

Twenty-nine-year career with various healthcare entities as a healthcare professional who is detailed-oriented with distinguished leadership skills and training to offer an organization who is looking to advance in quality patient care. An individual with the ability to collaborate and with a proven ability to inspire a team, while fostering an atmosphere of cooperation, placing the mission and vision of the organization at the forefront.

AREAS OF EXPERTISE

Leadership, Customer & Client Service, Billing, Microsoft Excel, Word, & PowerPoint, Process Improvement, Medical Records Keeping, Organization, Communication, Interpersonal & Management, Research, Writing, Presentations.

PROFESSIONAL EXPERIENCE

Patient Access Representative
USMD-United Health Group | Irving, TX Nov 2022 - Present

- Registering and discharging an average of 80 patients daily
- Insurance verification
- Collecting payments
- Assisting patients with their understanding of co-pays and deductibles
- Assisting patients with billing issues

Service Solutions Representative
Quest Diagnostics | Irving, TX Jul 2019 - Nov 2022

- Investigating client issues
- Collaboration with various departments
- Problem-solving assistance with Sales

Lead Report Production/Slide Room Coordinator
Inform Diagnostics, Inc | Irving, TX Jun 2003 - Jun 2019

- Overseeing of day-to-day operations of hundreds of incoming and outgoing slides per week.
- Overseeing of final reports to physicians and facilities.
- Filing and distributing slides returned from pathologists.
- Ensuring the delivery of quality pathology documentation to clients.
- Assisted with training of new employees by shadowing and instruction.
- Trained staff from other organizational sites on processes via telephone and screen sharing presentations.
- Assisted management in Sales presentations by preparing subject matter portfolios.

EDUCATION

Bachelor of Science in Health Administration
Abilene Christian University Aug 2023

Studying Nursing and Business
Cedar Valley College | Lancaster, TX Aug 1993

Nursing School
El Centro College | Dallas, TX Jan 1987

CERTIFICATIONS & LICENSES

Certified Notary Public, License #10972557
State of Texas

PROFESSIONAL AFFILIATIONS

Member
American Association of Notaries

Member
Zeta Phi Beta Incorporated, Amicae Auxiliary

Member
American College of Healthcare Executives

Member
Alpha Chi National College Honor Society, Abilene Christian University Chapter