

Rachel N Wicks

15221 SE Livingstone Ln., Happy Valley, Oregon (P) 408-464-4673 Email: rachel.wicks1@snhu.edu

April 2017- October 2021

BASS Medical Group: Silicon Valley Sports Med

Certified Medical Assistant

- Back-office duties include patient intake, vital signs, performing urine cultures, UA's, assisting with pap tests, performing venipuncture, administering injections and vaccinations, specialty testing RMR, VO2, Spirometry.
- Trainer for new team members in clinical and administrative procedures that encouraged great patient outcomes and exceeds compliance with privacy and safety HIPAA standards.
- Proficiently assisted with medical procedures, including minor office surgeries, ultrasound guided injections and PRP therapies.
- Customer Service relations, including telephone communications with patients, labs, physician offices, insurance companies, and submitting and processing prior authorizations.
- EPIC and EClinicalWorks EMR documentation, and ensured MACRA compliance
- Front-office duties including high volume patient call center / scheduling, patient check in/out, registration, verification of insurance, and payments.

May 2007- April 2017

JMA Associates @ Kalia Dermatology & Laser Center

Certified Medical Assistant

- Provides support to MD and Physician Assistant in all aspects of patient care in the back office including:
- Assisting in rooming patients, medical history, vitals, patient education, suture removals, administration of IM injections, and all performed in office medical treatments
- Performance of accurate documentation as scribe, billing and coding of medical visits using EMR (ModMed, EClinicalWorks)
- Was point person for conversion and training for seamless transition from ECW to ModMed EMR
- In charge of implementation, co-ordination, and adherence to Meaningful Use/ Advancing Care Co-Ordination / MIPS from 2016 forward in 2017.
- Sterilization and cleaning of medical instruments and medical equipment
- Former Safety compliance officer, including and maintaining OSHA compliance and protocols
- Maintaining accurate logs for pathology reports and surgical referrals; reviewing and notification of pathology results with patients and/or referring physicians
- Created & successfully implemented inventory control logs for all cosmetic inventory
- In charge of all medical supply ordering and maintenance of medical equipment
- Creating and maintaining back-office protocols and consents for procedures
- Appointment scheduling, front office duties, QuickBooks POS

January 1998 – April 2007

Sara L. Colby MD Inc. & Associates

Certified Medical Assistant

- Provided support to 10 MD/NP/PA provider practice in all aspects of patient service and patient care, including:
- Prioritize patient daily care according to acuity and scheduled patient procedures
- Assist MD with all facets of surgical procedures, including laser resurfacing, upper and lower blepharoplasty and thread-lifts
- Assist patients with care, including vital signs, prep for procedures, blood draws, and culture and pathology specimens
- Medical Manager and Microfour EMR experience
- Maintained medical supply inventories and ordered as necessary.
- Maintained and sterilized medical equipment.

- Implemented sterilization logs to OSHA standards
- Served as back up position for all administrative functions, including front desk check in and phone operator for multi line phone (16 lines) as triage medical personnel and appointment and surgery scheduling for a 10-provider practice

Certifications:

- AMT Registered Medical Assistant
- BLS/CPR certification for healthcare providers -current

Education:

June 2021 to present:	Southern New Hampshire University- HealthCare Administration program (Graduation April, 2023)
1996-1998	De Anza College- <i>EKG-Phlebotomy program- Associates of Liberal Arts</i>
1982-1984	Evergreen Valley College