

**LASHAY N FRIDAY**  
**900 CHARLOTTE DRIVE, NEWPORT NEWS, VA 23601**  
**405-394-3833 CELLULAR**  
**LASHAYFRIDAY1973@GMAIL.COM**

### **Objective**

To gain a position in the support or administration field with an opportunity of career advancement.

### **Experience**

#### **Patient Care Specialist**

40 Hours Per Week December 2022 to Present

*SMG (Sentara Medical Group), Midwifery Specialist, 4000 Coliseum Drive Suite 280, Hampton, VA 23601*

Schedule and reschedule patients, verify insurance information, obtain insurance authorizations, process copays, update patient demographic information, the ability to collaborate and communicate with a wide range of medical clinicians, to accomplish team goal setting to ensure medical care to patients are met, contact new patients and verify registration information, scan and process medical records for release to patients and other physicians' offices, and various other administration duties.

#### **Patient Care Specialist, Sr**

**40 Hours Per Week October 2021- September 2022**

*Integris Orthopedic Specialist, 5401 N Portland Ave Suite 600, Oklahoma City, OK 73112*

Schedule and reschedule patients, verify insurance information, obtain insurance authorizations, process copays, update patient demographic information, the ability to collaborate and communicate with a wide range of medical clinicians, to accomplish team goal setting to ensure medical care to patients are met, contact new patients and verify registration information, scan and process medical records for release to patients and other physicians' offices, and various other administration duties.

#### **Patient Care Specialist**

**40 Hours Per Week October 2015- July 2020**

*SMG (Sentara Medical Group) Pulmonary, Critical Care, and Sleep Specialist 4000 Coliseum Drive Suite 320, Hampton, VA 23666*

Schedule and reschedule patients, verify insurance information, process copays, update patient demographic information, the ability to collaborate and communicate with a wide range of

medical clinicians across multiple disciplines (e.g. medical doctors, nurse practitioners, physician assistants, psychologists, psychiatrists, social workers, clinical pharmacists, and nursing staff) contact new patients and verify registration information, scan, and process medical records for release to patients and other physicians' offices, and various other administration duties.

#### **Patient Account Representative IV**

**40 Hours Per Week August 2000 – April 1, 2015**

*Oklahoma University Health Science center ▪ 711 Stanton L Young Blvd Suite 430, OKC, OK 73104*

Maintain up to 20 schedules for physicians, case workers, and therapists. Schedule and reschedule patients, verify insurance information, obtain insurance authorizations, process copays, update patient demographic information, contact new patients, rectify patient and billing situations, scan, and process medical records for release to patients and other physicians' offices.

#### **Skills**

Utilizing computers to create documents or generate reports, maintaining personnel files, managing supplies, Typing 75 WPM, 13K 10 key by touch, fluent in various Microsoft Office programs, PeopleSoft, Electronic Medical Records, IDX and EWS Medical Programs, IDX trainer, EPIC Medical Program, PRELUDE Medical Program.

#### **Education**

##### **Oklahoma State University**

*Associates of Applied Sciences 2011*

##### **University of Central Oklahoma**

*BA Organizational Leadership*

##### **Southern New Hampshire University**

*BA Human Services, Fall 2024*

## **Letters of Recommendations**

### **Zachary Nollin, DO**

Integris Orthopedic Central  
5401 N Portland Ave, Suite 600  
Oklahoma City, OK 73112  
(405) 713-9940 office  
(405) 713-9922 fax

### **Alan Goldberg, MD, FCCP**

Sentara Pulmonary, Critical Care, and Sleep Specialist  
4000 Coliseum Drive  
Suite 320  
Hampton, VA 23666  
(757) 827-2350 office  
(757) 827-2345 fax

### **Douglas A. Drevets, MD, DTM&H**

Professor and Chief, Infectious Diseases  
Department of Medicine  
Oklahoma University Health Science Center  
920 Stanton L. Young Blvd, WP 1160 Oklahoma City, OK 73104  
(405) 271-6122 phone  
(405) 271-1570 fax

### **Linda J. Salinas, MD**

Associate Professor of Medicine  
OUMC Associate Medical Director  
Hospital Epidemiologist, OUMC/OU Edmond Oklahoma  
Oklahoma University Health Science Center  
920 Stanton L. Young Blvd, WP 1160  
Oklahoma City, OK 73104  
(405) 271-6122 phone  
(405) 271-1570 fax