

## OFFICE MANAGER/MANAGING DIRECTOR

### Professional Summary

Innovative, customer-oriented healthcare administrator with background in managed, ambulatory and long-term care. Strong background in quality assurance, claims analysis and management principles and practices. Seeking a leadership role within an integrated delivery system.

### Skills

- Strong presentation skills
- Accomplished leader
- Patient evaluation/intervention
- Professional bedside manner
- Adept at prioritizing/managing deadlines
- Patient-focused care
- Trained in pre- and post-surgical care
- Competent in physical assessments
- Minor surgery assistance awareness

### Work History

Office Manager/Managing Director 02/2014 to Current

Company Name " City , State

- Overseeing entire clinical department and ensuring physician orders are followed through as requested
- Overseeing all of the office staff and the daily operations of the company
- Day to day problem solving for all departments in the office, as well as taking problematic phone calls for all departments
- Hiring and training new office staff
- Hiring and training new doctors and physician assistants, completing all the necessary paperwork
- Enrolling doctors and PAs with Medicare and malpractice insurance
- Setting up new employees with Practice Fusion and Payroll
- Communicating with doctors and physician assistants on a daily basis to ensure the day is running smoothly and resolving any issues they may have
- Marketing to home health companies to Company payroll
- Quality Assurance.

quality assurance 04/2013 to 02/2014

Company Name " City , State

- Liaising with patients, nurses, doctors, pharmacists and various medical personnel on a daily basis to provide the utmost service to all involved in patient care.
- Follow up with patients, doctors and nurses to ensure that everything was accomplished as required.
- Inputting patient information from the doctor's notes into the electronic medical Records.
- Ordering and following up with laboratory and diagnostic workup as requested by the doctor, as well as calling in medication to the pharmacy.
- Recruited, hired, trained and coached on average of [number] new employees per year.
- Established and maintained systems that safely met residents' needs.
- Skillfully developed departmental goals, objectives, standards of performance, policies and procedures.
- Developed a system of staff communication that ensured proper implementation of treatment plans and comprehensive patient care.
- Consistently complied with applicable laws and regulations and ensured facility adhered to Medicare and Medicaid regulations.
- Interpreted and communicated new or revised policies to staff.
- Established and oversaw implementation of an effective budgeting and accounting system that improved efficiency and reduced costs.
- Developed and achieved financial and growth goals.
- Continually maintained and improved the company's reputation and positive image in the markets served.
- Encouraged creative thinking, problem solving, and empowerment as part of the facility management group to improve morale and teamwork.
- Routinely collaborated with department managers to correct problems and improve services.
- Supervised and managed the daily activities of a clinical team consisting of [number] physicians, nurses and support staff.
- Facilitated an on-going assessment of patient/family needs and implementation of interdisciplinary team care plan.
- Investigated and reported issues relating to patient care or conditions that might hinder patient well-being.
- Led clinical team in delivering care services that promoted optimal resident health.

Volunteer 09/2011 to 05/2013

Company Name " City , State

- Interviewed patients to obtain medical information, weight and height measurements and vital signs.
- Documented patient information obtained from interviews.
- Completed clinical rotations in Geriatrics.
- Responsible for primary care, case management, and medication management.
- Assessed patients and documented their medical histories.
- Evaluated patient care needs, prioritized treatment, and maintained patient flow.
- Assisted doctors with surgeries and non-invasive procedures.
- Collected blood, tissue and other laboratory specimens and prepared them for lab testing.
- Performed vitals/glucose testing and assisted in administering injections and urinalysis.
- Managed care for post-operative patients through discharge.
- Accurately recorded and reported test results according to established procedures.

Healthcare 01/2009 to 01/2011

Company Name

- Effectively communicated with patients to convey information about procedures in a clear, concise manner.
- Consistently updated patient charts, performed blood work, assisted doctors in surgery, conducted patient physicals, and aided in patient therapy sessions.
- Loretto Hospital.
- Bethany Hospital.

#### Education

M.D. : 1 2011 WINDSOR UNIVERSITY SCHOOL OF MEDICINE - City

- Top [Number] % of class
- Continuing education in [Topic]

#### Awards

School Diligence Award - 2005

Â Writer's Craft Award â€“ 2005

Â World Issues Award - 2005

#### Skills

charts, concise, Hiring, insurance, notes, Marketing, office, Payroll, personnel, problem solving, Quality Assurance, phone

#### Additional Information

- AWARDS: School Diligence Award - 2005 Writer's Craft Award - 2005 World Issues Award - 2005 VOLUNTEER: ANN AND ROBERT H. LURIE CHILDREN'S HOSPITAL, Chicago, Illinois Formerly Children's Memorial Hospital