Julia Ramsey

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Redmond, OR 97756

SUMMARY

Patient Access Representative performing diverse administrative functions for patient care with high degree of diplomacy and problem-solving acumen. Positive and upbeat team player with good communication and time management abilities. Demonstrated extreme attention to detail with accuracy of medical records.

Motivated to support patient medical needs by efficiently verifying insurance, scheduling appointments and organizing documents. Forward-thinking and resourceful with good interpersonal skills, a strong attention to detail and a positive and upbeat mentality. Advanced abilities in Royal .

SKILLS

- Regulatory compliance
- Insurance company knowledgeable
- Appointment scheduling
- Payment processing

EXPERIENCE

Patient Access Representative

Redmond, OR

Central Oregon Radiology Assoc/ Jul 2020 to Current

- Applied HIPAA Privacy and Security Regulations while handling patient information.
- Coordinated between patients and healthcare professionals to meet patient needs.
- Checked daily doctor schedules and verified insurance.
- Scheduled patient appointment and procedures with Royal.
- Scheduled and confirmed patient appointments with patients and healthcare professionals.
- Obtained necessary signatures for privacy laws and consent for treatment.
- Documented and managed patient information using Royal .

Bartender

Redmond, OR

Clock Tower Pub / Dec 2014 to Jul 2020

- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.
- Worked with management to plan and implement special events to boost customer numbers and profits.
- Stocked bar with beer, wine, liquor and related supplies.
- Checked identification of customers to verify age requirements needed to purchase alcohol.
- Engaged in small talk with patrons to build rapport and earn repeat business.
- Kept close track of bar tabs and transferred open tabs to dining area seamlessly, smoothing process for wait staff.
- Kept detailed inventories of bar supplies and stocked work areas to maintain workflow efficiently.

Certified Nurses Aide 2

Bend, OR

St. Charles Hospital/ Feb 2013 to Apr 2018

- Conducted routine checks on standard patient vitals, including blood pressure, blood sugar and heart rate.
- Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.
- Documented patient intake and dietary requirements, also assisting with feeding and monitoring.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Documented information in patient charts and communicated status updates to interdisciplinary care team.
- Responded to patient alarms and needs-assessment requests to identify course of treatment.
- Consulted with nurses to develop patient care plans and evaluate treatment options.
- Rendered hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.

Home Health Aide CNA
Bend, OR
Partners in care hospice/ Jan 2007 to May 2013

- Responded to patient alarms and needs-assessment requests to identify course of treatment.
- Managed and maintained patient rooms, shared-living areas and nursing stations.
- Facilitated activities of daily living, including personal hygiene management, feeding and ambulation.
- Exhibited compassionate care and communication regarding issues surrounding death and dying.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Engaged with patient family and friends to provide courteous, efficient visit experience.
- Fostered relationships with patients, caregivers and healthcare teams to achieve individual care plan targets.

Manager
Sisters, OR
Scoots bar and Grill/ Jul 2010 to Apr 2013

- Remained calm and professional in stressful circumstances and when dealing with unhappy customers, effectively diffusing situations.
- Supervised and trained customer service team members to provide exceptional service, driving retention and satisfaction.
- Forecasted trends in expected business levels and adjusted labor and inventory to match expectations.
- Extended existing customer relationships through extensive communication and tried-and-true marketing strategies.

EDUCATION AND TRAINING

High School Diploma

Sisters High School Jun 2005
Sisters, OR

Certified Nurses Aide: Medical Assisting
Cascade Medical School
Portland, OR

Medical Assisting
Cascade Medical School Aug 2008
Portland, OR