

Debra Allen

Home Address and Contact Information

69 Elmwood Street
Millbury, Massachusetts 01527
Home: 508.865.4942
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Professional Experience

- **Patient Access Service Rep**
Umass Memorial Central Scheduling - present
 - Scheduling for multiple departments
 - Radiology – Breast Center – Mammogram – Women’s Center - Registration

- **Cardiology CVC – Patient Access Service Rep**
Umass Memorial University Campus.
 - Patient Registration- Collected Co-Pays
 - Schedule for Providers – Nutrition – Heart Station - Vascular
 - Schedule patients for out-patient services
 - Triage incoming patient calls
 - Obtain prior authorizations from insurance companies

- **Surgery Department – Medical Admin Secretary Sr.**
Umass Memorial University Campus
 - Maintain Physician daily calendar
 - Schedule patient appointments/handled patient incoming calls
 - Obtain prior authorizations from insurance companies
 - Schedule Surgeries – Pre testing appointments – Prepared lab slips
 - Preparation of patient charts for clinic appointments

- **Primary Care Department – Ambulatory Care Service Representative:**
Umass Memorial University Campus May 2005
 - Schedule patients appointments for physicians
 - Also booked patient appointments for -Rheumatology – Infectious Disease
 - Schedule patients for out-patient services
 - Triage of emergency and medical sick calls
 - Obtain prior authorizations from insurance companies
 - Assisted in the training of new staff members

- **Internal Medicine – Medical Office Asst. and Appt. Reception Cashier:**
Fallon Healthcare System – Grafton, MA. 2001-2002
 - ARC phone-triage: booked patient appointments coded billing sheets; handled cash-out procedures
 - Recorded patient history: vitals/weight/focus-notes/medication/allergies

- **MRI Technical Assistant:**
Shields MRI Company – Worcester, MA. 2000-2001.
 - Interviewed patients for medical history
 - Explained procedure of MRI
 - Assisted in setting up patient in MRI scan room and ensuring patient paperwork was in order
 - Worked closely with radiologists and staff to produce the Quality Assurance Review on a quarterly basis
 - Commuted to Marlboro Hospital MRI Mobile Unit two days per week serving as technical assistant and also clinical secretary as needed.

- **Back to Work Center, Rehabilitation Department – Appointment Reception Cashier (ARC):** Fallon HealthCare System – Shrewsbury, MA. 1998-2000.
 - Responsible for management of daily office operations
 - Booked patient appointments and staff meetings
 - Collection of co-pays from patients and Wellness Program
 - Coded billing sheets and handled cash-out procedures
 - Assisted in training of staff on IDX computer system
 - Produced quarterly reports for job-site ergonomic visits; assured accuracy of billing statements; updated computerized therapy schedules and ordered supplies
 - Designed a new Back to Work Center Informational Brochure for patient appointments and to assist other sites when booking appointments; also included directions, patient appointment time block, and current therapist information

- **Orthopedic Department – Appointment Reception Cashier (ARC):**
Fallon HealthCare System, Goldstar Boulevard – Worcester, MA. 1995-1998.
 - Scheduled patient appointments and booked special procedures, viz., MRI, EMG, bone-scan, x-rays
 - Triage of incoming calls
 - Patient check-out—collection of co-pays, coded billing sheets, and handled billing cash-out procedure
 - Assisted in training of new staff members

- **Medical Records:**
Fallon HealthCare System, May Street – Worcester, MA. 1994-1995.
 - Responsible for preparing patient charts for physician appointments
 - Filed patient information into charts
 - Assisted in training of new staff members

Activities

- Served as the chairperson for the Club Fallon Steering Committee
 - Organized company-wide bus trips
 - Scheduled and conducted monthly meetings
 - Received and updated monthly reports regarding responsibilities of each committee member; sent reports to administration for approval
- Primary Care Christmas Party Committee
- Primary Care Quality Assurance Committee
- Children Miracle Network – Volunteer
- Women’s Center Team received Umass Champions of Excellence Award 2009

Skills and Qualifications

- IDX
- Meditech
- Imagecast
- Microsoft Word
- Data Entry
- Organizational Expertise
- Medical Terminology
- Billing and Coding
- Switchboard
- Customer Service

Certifications

- Medical Terminology
- Medical Billing and Coding
- MOA Training

Professional References

Please see attached letters for references also

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|------------------|---|
| Debbie Gerardi | UMass Hospital Surgery Dept/ext 46146 |
| Cheryl Weagle | Radiology Dept Nuclear Medicine / ext 45813 |
| Karen Lanava | Worcester Medical Center – Fallon Clinic Manager of Oncology and Neurology Department 508.363.5000 x73278 |
| Dr Stephen Desio | Orthopedics Worcester Medical Center 508-363-6363 |