
Justine Hairston

6152 Pope Place , Jacksonville, FL 32209 | H: 904-654-4855 | E: justinehairston@gmail.com

Summary

Dedicated professional who possesses a genuine interest in providing excellent customer service, a team player that communicates effectively, both orally and in writing, completes admission and/or registration process and other admission finance functions, knowledge of billing and coding, Electronic Health Record (EHR), capable of making mature judgement, ability to function independently and effectively, handles high-volume phone calls, very flexible, maintain high standards of maintenance and history of customer service.

Skills

- Flexibility
- Problem Solving
- Accountability
- Clerical Duties
- Organizational Skills
- Data entry
- Faxing orders
- Relationship and team building
- Customer Service
- Detail Oriented
- Task delegation
- Team collaboration
- Listening
- Documentation skills
- Typing
- Inventory controls
- Coding
- Medical filing
- Knowledge of ICD-10 code
- Records scanning
- Calculation
- Multi-line telephone skills
- Microsoft Office
- Organization and planning
- Secretarial Skills
- Confidential documentation and recordkeeping
- Scheduling and calendar management
- Communication Skills
- Office equipment operations
- Maintaining quality assurance standards
- Medical Terminology
- Insurance verification
- Insurance authorization
- Update demographics & insurance information
- Setting appointments

Experience

UNIT CLERK/ MASTER SCHEDULER | 03/2018 to 07/2019

Fleet Landing - Atlantic Beach, FL

- Promoted efficient and open communication by preparing collateral for team and client meetings, taking notes and distributing information to relevant stakeholders
- Coordinated travel arrangements and patient appointments
- Organized ordered medical tests, including sample collection and patient transportation
- Coordinated supply replenishment to meet expected unit demands
- Recorded patient data in permanent records while maintaining HIPAA compliance and internal standards to protect individual medical information
- Answered telephone calls, responded to requests for information and routed callers to correct personnel or departments

- Prepared charts for outpatient and inpatient services
- Maintained Point Click Care database to deliver access to and easy navigation of important organizational documents
- Kept reception area clean and organized to offer positive first impression to every visitor
- Achieved results in ambiguous environment with high level of accuracy and attention to detail
- Addressed, documented, and responded to incoming and outgoing calls and correspondence
- Managed physician calendar, including scheduling patient appointments and procedures
- Updated patient financial information to ensure accuracy
- Managed front office activities, including customer service, patient appointment management, billing and collections, and office administration
- Supported administrative and healthcare staff with skilled clerical assistance such as ordering supplies and organizing office inventories
- Interviewed patients to collect medical information and insurance details
- Updated group medical records and technical library to support smooth office operations
- Maintained office supplies inventory by checking stock and ordering new supplies as needed
- Called patients to schedule appointments, consistently double-checking information and availability
- Informed or directed visitors and parents to appropriate offices.
- Updated patient accounts and information daily.
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ADMISSIONS CLERK | 02/2013 to 03/2018

Woodland Grove - Jacksonville, FL

- Cross-trained in Social Service and Receptionist roles in order to provide skilled backup for team members
- Controlled and managed document processes by reviewing files, records and critical information to confirm accuracy and ensure compliance with company policies and procedures(Curaspan, insurance authorization)
- Set up and maintained physical and electronic filing systems(EHR/PCC)
- Created and maintained spreadsheets and developed administrative and logistical reports.(Medicade)
- Produced referrals for various community resources, including housing and transportation services
- Performed psychosocial assessments to identify barriers in patient ability to obtain or utilize medications
- Developed discharge plans for patients with issues
- Supported uninsured and under-insured patients in obtaining medications through grants and community resources
- Maintained confidential case documentation
- Set up family meetings with guidance from physicians
- Counseled and prepared residents for transition to independent living

OUTREACH SPEALIST | 09/2019 to Current

Pop Healthcare - Jacksonville, FL

- Prepared, completed and processed customer account forms and database changes.
- Used Sharepoint & Five9 to document calls and schedule appointments.
- Addressed, documented, and responded to incoming and outgoing calls and correspondence.
- Managed physician calendar, including scheduling patient appointments and procedures.
- Supported administrative and healthcare staff with skilled clerical assistance such as ordering supplies and organizing office inventories.
- Automated document flow, accurately recording, transcribing and maintaining confidential client information into database and applicant tracking system.
- Handled and processed confidential patient information.
- Invoices
- Tracked and submitted employee time sheets to accounting department for payroll processing.
- Answered phones to direct callers, schedule appointments and provide general office information.

Education and Training

Concorde Career Institute - Jacksonville, FL | Some College (No Degree)
PCT/CNA

Concorde Career Institute - Jacksonville, FL | Some College (No Degree)
LPN , 2015

Appling County High School - Baxley, GA | High School Diploma