

NORMA TORRES

Objective

To obtain a position where I can utilize my current skills and abilities.

Experience

April 2007 - Present

Laredo Medical Center

Laredo, TX

Patient Access Director

- Observe professional ethics in maintaining confidential information acquired concerning the personal, financial, medical or employment status of patients (and their families) upon services rendered.
- Responsible for overseeing all activities and staff within the Admitting , central scheduling, financial services pre-certification/insurance verification departments.
- Meet monthly with Physicians offices to review office rounding and ways to improve patient access processes.
- Analyze workflow to ensure departments are functioning smoothly and efficiently, i.e, ED Registration, LMC North and South clinics, OB and In-Patient/Out-Patient registration and all other departments of patient access.
- Determine whether all in-house and out-patient collection criteria, including appropriate third-party billing has been met.
- Provide statistical information relative to annual external/internal meetings.
- Formulate or update all patient access departments with billing/coding procedure which are consistent with professional and legal standards.
- Coordinate department functions with other hospital departments.
- Follow up timely on all patient access departments' customer service issues and complaints.
- Attend seminars, departmental and association meetings as required.
- Serve as member of the Environment of Care, Hourly Rounding, Out-patient volume and Security Sub.

2003-2007

Providence Surgical and Medical Hospital

Laredo, TX

Business Office Manager

- Supervised office personnel in accordance with management principles and hospital policies and procedures for the following departments: accounts payable, admitting, billing, collections, human resources, and medical records.
- Supervised all medical records activities of the hospital in a manner consistent with the clinical needs of the center, Texas Department of Health regulations and JCAHO.
- Assumed responsibility for all accounts receivable activities and ensures timely cash flow. This includes depositing cash/checks/credit card receipts daily, transferring funds to corporate office daily, and implanting proper internal controls for cash handling.
- Responsible for billing charges appropriately and in a timely fashion
- Worked closely with Administrative staff and Physician's staff to ensure the smooth and efficient flow of patients through the hospital.

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- Assisted and participated in hospital marketing activities.
- Attended monthly staff meetings and MEC meetings.
- Prepared package for the Texas Cancer Registry Reporting and Texas Health Care Information Collection Center for Health Statistics (THICIC)
- Assisted as needed with the annual budget process
- Participated in hospital's Quality Improvement program.
- Prepared monthly statistical /financial reports

1999-2003 **Doctor's Hospital of Laredo** **Laredo, TX**

Billing Supervisor

- Assisted in the organization and creation of the Business Office.
- Responsible for all insurance billing.
- Oversaw Medicare and Medicaid collections.
- Served as Interim business office manager whenever necessary.

1997-1999 **Laredo Medial Group** **Laredo, TX**

Business Office Manager

- Served as office manager for Dr. A. Martinez, Dr. A. Zuniga-Goldwater, Dr. Carlos Cigarroa and Dr. Fernando Sanchez.
- Managed reception and nursing staff
- Responsible for daily reporting of charges and collections to the CBO.

1987-1997 **Doctor's Hospital of Laredo** **Laredo, TX**

Admitting Supervisor

- Served as office manager for Dr. A. Martinez, Dr. A. Zuniga-Goldwater, Dr. Carlos Cigarroa and Dr. Fernando Sanchez.
- Managed reception and nursing staff
- Responsible for daily reporting of charges and collections to the CBO.

Education

1986 United High School Laredo, TX

High School Diploma

1987 North American Education Center Laredo, TX

References

References are available on request.