

# Lori J. Hornsby

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## Objective

To showcase past and present employment experience as well as applicable skills and abilities in pursuit of a rewarding career.

## Experience

### Centralia Physical Therapy

#### Front Office Coordinator

April 2019 to present, Centralia WA

- Check in patients for appointments and make future appointments if needed. Cancel or change appointments as requested.
- Answer phones, making and cancelling appointments for patients, answering simple insurance questions and taking messages as needed.
- Prepare new patient charts, making sure plenty of copies are available for staff to take as needed.
- Check in current patient charts, keeping track of patient authorizations/dates, need for progress notes and submit for further insurance authorization or date extensions as requested by therapist.
- Request medical records as needed.
- Copy/scan/fax/email reports/documents to providers and enter into EMR (Electronic Medical Record).
- Complete medical record requests for outside agencies (i.e. Attorney, Labor and Industry, Social Security/Disability Administration, etc.) and process the fees associated.
- Collect copays, ROA (Received On Account), and Insurance payments and process them correctly.
- Audit, scan and shred discharged patient charts.
- General office duties.

### Lewis County WA E911

#### Telecommunications Officer Trainee

March 2018 to March 2019, Chehalis WA

- Trained to handle all incoming call requests for police, fire and aid, for both emergency and non-emergency lines. Successfully passed CPR and Emergency Medical Training to handle medical calls. Successfully passed evaluation to dispatch law calls.
- Received certificates for:

Access2 Security Test  
Adult CPR, AED, and first aid for adults  
Emergency Medical Dispatch  
Spillman, CAD and Mobile training  
Telecommunicator 1 and 2

## **Sterling Medical, Cincinnati, OH**

### **Medical Support Assistant**

November 2016 to March 2018, Sterling Medical Contractor for Veteran's Affairs, Chehalis, WA

- As an MSA the duties include checking in Veterans for primary care, mental health, lab, telehealth, pulmonary function tests and x-ray appointments. Also checking them out by making them future appointments or checking them in for labs, x-ray, telederm, teleretinal or pulmonary function tests after their PCP/MH appointments are done. Updating insurance information.
- Responsible for answering multiple phone lines in-between patients in the lobby and addressing their needs, whether it's making/cancelling appointments, taking messages for providers or transferring calls to the proper person.
- Also update and print providers schedules and all of the requested information for the appointments, ie. medication sheets and last progress notes.
- Call Veterans on the recall list and also the inactivation list if they haven't been seen in over a year to make appointments.
- Fax requests for hospital information when Veterans have been seen in a facility not associated with the V.A. and make hospital follows ups when the outside facilities call for the Veteran to be seen as well.
- Make reminder calls for next day appointments. Call Veterans when there is a schedule change in the clinic and their appointment needs to be cancelled. Keep a cancellation list to make sure all appointments are filled.
- Fax travel pay sheets for Veterans who qualify for travel pay, fax enrollment information and also requests for discharge papers.
- Continually complete alerts in the CPRS computer system from V.A. employees regarding various request, ie scheduling or disenrollment, transfer of care.
- Use Outlook for emails and Skype business for instant messaging.
- Assist the SW/MD/MA/RN's with anything they need help with.

## **Kaiser Permanente – Fontana, CA**

### **Master Scheduler/Booking Agent ~HNS, Resolution Desk, Gastroenterology, General/Vascular Surgery~**

Aug 2011 to July 2016, Surgical Services Call Center, Fontana, CA

- Returned to work from home in December 2015 to July 2016, only traveling to the office for meetings and monthly evaluations.
- Continually utilize (e-Referral) Tapestry for scheduling and rescheduling of new patient appointments.
- Input doctor's monthly schedules in HealthConnect and also MDC, updating as necessary because of clinic additions, cancels or surgery changes.

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- Check and maintain doctor's wait lists on a daily basis; ensuring that doctor's schedules are completely filled and booked accurately.
- Use Kaiser Permanente Notification System (KPNS) to send out automated calls asking patients to make appointments for new referrals or return appointments,
- Continually receive and send out e-mail communication via Lotus Notes to medical personnel and coworkers.
- Assist the phone agents via phone, same time or email with any questions they have regarding any of the departments the Surgical Services Call Center handles.
- Complete special projects as requested by management
- Backup to all other Surgical Services Department Master Schedulers.
- At the Resolution Desk, duties included daily discharge reports and clearing of the discharge line voicemails. Made sure all patients being discharged had a follow up appointment according to the chart notes.
- UBT member from 2010 - 2013.

### **Receptionist II**

May 2005 – August 2011 Main Appointment Center/Surgical Services Call Center, Fontana, CA

- Continuously took and made phone calls from health plan members and health care personnel to assist in booking, cancelling and rescheduling of appointments using OPAS and HealthConnect.
- Consistently offered excellent customer service to callers seeking appointments, medical advice, facility directions, general health plan information and various services and inquiries.
- Continuously handled confidential medical information.
- Continually took messages for providers and other health care personnel.
- Started a pilot program for phone agents working at home. Started at home in July 2006 and was brought back with all other home agents in February 2011.
- UBT member starting 2010-2013.
- Completed special projects as requested by management.

### **Education**

**San Bernardino Valley College, San Bernardino, CA 1992-1993  
(Crafton Hills College, Yucaipa, CA 1992, sister school)**

- General Education

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