

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

The Home Depot

Specialty Services Associate

February 2020 to Present, Chehalis WA

- Assist customers in returning items and making purchases.
- Release special orders and online orders to customers. Also creating special orders.
- Back to the Back Office Associate (bookkeeping/vault)

MRI Mobile

Patient Care Assistant

February 2020 to Present, Morton WA

- Assist MRI Technician with patient care which consists of retrieving patients from hospital waiting rooms and placing them on the MRI table with the correct coil for their exam. Also marking the correct body position for the best possible pictures.
- Assist with administering contrast if the referring provider requests it.

Centralia Physical Therapy

Front Office Coordinator

April 2019 to January 2020, Centralia WA

- Manage therapist schedules by booking, changing and cancelling patients' appointments.
- Check patients in and out. Prepare new patient charts, request medical information as needed, and document patient information into EMP (Electronic Medical Records).
- Communicate with outside parties to request insurance authorization, submit medical record requests, request date extensions and request insurance payments. Process the fees associated if applicable.
- Collect copays, ROA (Received on Account) and insurance payments and document accurately into patient files.

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
- Infant and adult CPR, AED, and first aid for infants and adults
- Emergency Medical Dispatch
- Spillman, CAD (computer automated dispatch) 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

- Check veteran patients in and out for their primary care, mental health, lab, telehealth, pulmonary function tests, and x-ray appointments. Update insurance information as needed.
- Answer a multi-line phone to schedule, cancel, and update appointments, while serving patients in office. Make outbound calls to veterans who haven't been seen in over a year to ensure proper follow-up.
- Update provider schedules and provide them with requested information for their appointments.
- Contact non-V.A. medical facilities to request patient information and make follow-up appointments for veterans.
- Request travel pay sheets, enrollment information and request for discharge forms.

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

- Input doctor's monthly schedules in HealthConnect and MDC, updating any additions, cancellations, and changes as necessary.
- Manage doctor's wait lists and ensure doctor's schedules are completely filled and booked daily.
- Use proprietary automatic dialing software to schedule appointments for new and existing patients.
- Make sure all patients being discharged had a follow up appointment according to the chart notes.
- Maintain interdepartmental communication via Lotus Notes.
- Act as backup to all other Surgical Services Department Master Schedulers.

Receptionist II

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

- Received and made phone calls from health plan members and health care personnel to assist in booking, cancelling and rescheduling of appointments, and answer inquiries regarding medical advice, facility directions, general health plan information and various services and inquiries.
- Continually took messages for providers and other health care personnel.

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- Created and implemented a pilot program for phone agents working at home.
- UBT member starting 2010-2013.

Education

San Bernardino Valley College, San Bernardino, CA 1992-1993 - General Education

Software

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| Microsoft Suite (Word, Excel, Outlook, PowerPoint) | EMP (Electronic Medical Records) | Tapestry (scheduling software) |
| GoogleDrive | MDS | Lotus Notes |
| QuickBooks (AR/AP) | HealthConnect | OPAS |

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