



# Linh Mora

## Patient Access Representative III, Emergency Department

📞 (937) 555-2846 ✉️ linh.mora@example.com

🌐 linkedin.com/example/linhmora 📍 Dayton, OH 45402

### STRENGTHS

- 🚑 **Emergency Access Support**  
During urgent arrivals, kept registration accurate and patient communication calm, helping clinical flow continue without avoidable access confusion.
- 🔍 **Payer Issue Resolution**  
When coverage details conflicted, traced payer information and routed clear next steps, becoming a trusted peer resource.
- 👥 **Peer Coaching**  
Precepting felt practical and patient centered, using supervised scenarios so new representatives could work independently with confidence.
- 🔒 **Privacy Focus**  
Protected sensitive information across verbal, electronic, and printed exchanges, treating privacy as part of every patient interaction.
- 🕒 **Operational Continuity**  
During staffing changes, supported coverage and documented handoffs so unresolved access work stayed visible across shifts.

### SKILLS

Patient Access

Emergency Registration

Hospital Registration   Scheduling

Insurance Verification

Authorization   Financial Clearance

Revenue Cycle   Patient Privacy

### SUMMARY

Advanced patient access professional with more than five years supporting **hospital registration**, **emergency department** access, scheduling, insurance verification, authorization, financial clearance, and **front end revenue cycle** work. Experience includes high volume urgent encounters, accurate demographic and coverage records, privacy conscious communication, and timely issue resolution across changing workloads. Served as a shift resource and preceptor, guiding peers through registration exceptions, payer questions, authorization barriers, workflow decisions, and coverage needs. Communicates financial and insurance requirements clearly during stressful patient encounters while protecting dignity and clinical flow. Holds an Associate of Applied Science in Health Information Technology, **Certified Healthcare Access Associate** credential, valid Ohio driver's license, and practical knowledge of regulatory requirements. Ready to contribute steady judgment, respectful service, and dependable operational support within an emergency department access team.

### EXPERIENCE

#### Senior Patient Access Representative

Riverbend University Hospital 📅 July 2023 - Present 📍 Dayton, OH

Supports emergency department and hospital access operations during high volume shifts. Serves as a resource for complex registration, payer, authorization, financial clearance, coaching, and coverage matters. Protects **patient privacy** while keeping urgent encounters moving across access points.

- Coordinate emergency department registration and **financial clearance**, validating demographics, coverage, and **encounter documentation**.
- Resolve payer eligibility questions and **authorization** barriers, giving overnight teams clear next steps.
- Precept new representatives through registration scenarios, **insurance verification**, privacy practices, and patient communication.
- Review commercial and **government coverage** information, escalating discrepancies before financial clearance delays occur.
- Explain insurance and registration requirements calmly, preserving patient trust during urgent encounters and clinical flow.
- Support staffing gaps and weekend coverage, documenting handoffs for unresolved access items.

#### Patient Access Representative II

Miami Valley Community Medical Center 📅 May 2021 - June 2023 📍 Dayton, OH

Managed hospital access workflows across scheduled visits, walk in needs, and priority cases. Combined registration accuracy, insurance review, financial clearance, **customer service**, and peer guidance to support dependable daily operations and complete downstream records.

- Managed **hospital registration**, scheduling, **insurance verification**, and financial clearance for varied daily encounters.
- Investigated coverage discrepancies, correcting demographic records and routing authorization questions for timely review.
- Supported patients and families through private financial conversations during stressful **healthcare** encounters.
- Guided newer team members through registration procedures and recurring insurance questions as a peer resource.
- Maintained accurate access documentation across scheduled visits, walk in needs, and priority cases.
- Partnered with clinical, **scheduling**, and **revenue cycle** contacts to resolve cross departmental account issues.

Regulatory Compliance

Customer Service Shift Support

Precepting Training

Issue Resolution

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Senior Patient Access Representative at Riverbend University Hospital (3.2 Years)

● Patient Access Representative II at Miami Valley Community Medical Center (2.1 Years)

● Patient Access Representative at Northgate Specialty Clinics (8 Months)

## Patient Access Representative

Northgate Specialty Clinics 📅 August 2020 - April 2021 📍 Kettering, OH

Built foundational **patient access** experience in a customer facing specialty clinic environment. Managed registration, scheduling, eligibility checks, authorization concerns, privacy practices, and record corrections while learning payer terminology and escalation procedures.

- Registered patients and scheduled specialty visits, confirming identity, **demographics, coverage,** and documentation.
- Completed insurance eligibility checks, flagging authorization concerns before scheduled services.
- Explained appointment, registration, and insurance requirements clearly during patient check in.
- Protected patient information during verbal, electronic, and printed exchanges through privacy procedures.
- Reconciled incomplete **registration** records before routing accounts toward billing and **revenue cycle** processes.
- Learned **payer** terminology, scheduling workflows, and escalation procedures under experienced team guidance.

## PROJECTS

### Emergency Access Continuity Initiative 📅 2024

Supported consistent access coverage across urgent encounters by organizing handoffs, resolving registration barriers, and keeping unresolved financial clearance items visible between shifts.

### Patient Access Preceptor Workflow 📅 2023

Created practical coaching routines for registration scenarios, insurance verification, privacy practices, and patient communication, helping new representatives build independent workflow confidence.

## LEADERSHIP & AWARDS

- Selected as a shift resource for registration exceptions, payer questions, authorization barriers, and overnight workflow escalations.
- Trusted as a preceptor for new representatives learning registration, insurance verification, privacy, and patient communication procedures.
- Recognized by peers as a dependable resource during coverage changes, urgent arrivals, and unresolved access handoffs.

## EDUCATION

### Associate of Applied Science in Health Information Technology

Sinclair Community College 🎓 GPA: 4.0 📅 2020 📍 Dayton, OH

**Coursework:** Patient Registration, Healthcare Reimbursement, Medical Terminology, Health Information Systems

### High School Diploma

Belmont High School 🎓 GPA: 4.0 📅 2018 📍 Dayton, OH

**Coursework:** Health Sciences, Communication, Business Foundations, Computer Applications

## CERTIFICATIONS

- Certified Healthcare Access Associate 📅 2022
- Valid Ohio Driver's License 📅 2020

## TECHNICAL SKILLS

- **Patient Access Systems:** Hospital registration, Emergency department access, Patient scheduling
- **Insurance Operations:** Insurance verification, Eligibility review, Payer information
- **Authorization Processes:** Prior authorization, Authorization barriers, Escalation procedures
- **Financial Clearance:** Financial clearance, Coverage review, Revenue cycle controls

- **Registration Data:** Demographic validation, Encounter documentation, Record reconciliation
- **Privacy And Compliance:** Patient privacy, Regulatory requirements, Organizational policies
- **Patient Service:** Patient communication, Family support, Financial conversations
- **Shift Operations:** Shift support, Coverage coordination, Weekend coverage
- **Training Methods:** Precepting, Workflow coaching, Registration scenarios
- **Healthcare Settings:** Emergency department, Hospital access, Specialty clinics

## PROFESSIONAL AFFILIATIONS

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- Healthcare access and revenue cycle practice, with daily focus on accurate patient records and timely financial clearance.
- Patient privacy and service standards, applying respectful communication during sensitive registration and insurance conversations.

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST