

# Monique Dodd

Philadelphia, PA

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Experienced Healthcare Professional seeking employment while providing exceptional and effective services.

## Work Experience

### **Behavioral Health Teacher's Aide**

Woods Services - Langhorne, PA

April 2018 to Present

Assigned to one-to-one student with intellectual disabilities, behavior problems, health issues. Assist with daily routine of goal work, puzzles, and toileting. Escort to specials such as gym, art, music, classroom outings. Complete incident reports(when needed) and submit to school nurse. Communicate effectively with teachers, staff members, supervisors and managers. Work hands on with individuals with brain trauma, down syndrome, autism, bipolar, OCD, nonverbal and verbal, mentally ill and developmental delays.

### **Patient Registration Representative**

Wills Eye Hospital - Philadelphia, PA

July 2016 to August 2017

temp) • Answered phone calls, checked-in patients, and informed them about facility policies. Medical Terminology, Navinet Assess, verifying insurance & referrals, scheduling appointments. • Handled and conducted patient registration process, promptly and professionally. Using EMR(Nextgen), Hipaa guidelines, proficient on computer systems. • Secured and verified patient's signatures on registration forms, as per agency policies. • Gathered, validated, and documented all required medical, insurance, and billing information from patients, receptionist duties. • Received and processed payments from customers for patient admission, performed all task at oculoplastics department.

### **Behavioral Health Technician**

NHS Autism School - Philadelphia, PA

June 2015 to June 2017

Implemented Behaviors Maintained Safe & Clean Environment Completed Daily Documentation Provided 1-1 Care Assisted with daily routines & assessments Monitored and Supervised Patients Reported to Supervisor Promptly (as needed) administered medication Assured Accurate Safety of

Patients Observed Individuals with Mental Disorders Assist Patients with Daily Living/Activities  
Performed Patients Health Assessments such as Vital Signs, etc.

### **Patient Registration Representative**

St. Joseph Health - Philadelphia, PA

May 2013 to June 2015

- Initiated and completed interviewing and registration of patients, in a professional manner.
- Verified and recorded all necessary medical and insurance information submitted by the patients.
- Selected and assigned rooms and beds to newly-admitted patients, as per availability.
- Obtained and verified patient's signatures on all required forms and documents.
- Handled and responded to service related issues and complaints of patients, effectively.

### **Staffing Coordinator/Receptionist**

Healthcare Stat - Philadelphia, PA

October 2010 to May 2013

Responsibilities: • Answered phone calls, conducted staff monthly meetings, maintained neat & organized desk/office space. Some office errands. • Handled and conducted staffing schedules, promptly and professionally. • Secured and verified clients personal health information regarding HIPAA Law, as per agency policies. • Gathered, validated, and documented all required medical, insurance, and billing information from insurances. • Provided accurateness of companies guidelines. • Scheduled staff and clients interviews, upon assignment placement. Arranged and Organized conference rooms for meetings & interviews Basic computer skills performed, scanning, filing, faxing, copying of documentation.

### **Resident Advisor**

Mars Care - Philadelphia, PA

December 2007 to October 2010

- Assist residents with activities of daily living such as toileting, bathing and dressing
- Cook and serve meals according to each resident's nutritional needs
- Observe residents' conditions and report any significant changes to healthcare professionals
- Take and record vitals
- Ensure that food intake information is maintained
- Supervise exercise programs
- Change dressings if required
- Assist residents with walking and moving in and out of bed
- Assist with mobility and range of motion
- Clean rooms and other common areas around the facility
- Change linen and ensure that any soiled linen is transported to the laundry room immediately
- Administer medication as per the health chart provided by healthcare professional
- Assist residents with routine recreational activities
- Collect and do laundry and ensure that each resident's laundry is delivered back to the room
- Ensure that each resident is comfortable in their room
- Attempt to resolve residents' issues by employing tact and compassion
- Act as a "shoulder" in times of residents' personal distress
- Drive or accompany residents to recreational activities or healthcare appointments
- Transport residents through wheelchairs
- Greet visitors and direct them to the right room
- Develop positive and relational bonds with residents by engaging them in conversation
- Respond to emergencies by employing training in charting out emergency management plans

## Education

### Human Services

Harcum College

August 2018 to August 2020

### **CDA in Education**

Community College Of Philadelphia - Philadelphia, PA

October 2014 to June 2015

### **High School Diploma in Healthcare**

Youthbuild Philadelphia Charter School - Philadelphia, PA

August 2009 to August 2010

## Certifications/Licenses

### **HIPAA**

November 2016 to Present

Successfully completing the Health Insurance Portability and Accountability training.

### **HHA**

August 2010 to Present

Successfully completing the training of a Home Health Aide.

### **CPR & First Aid**

February 2016 to February 2018

Successfully completed the training.

## Additional Information

Highlights of Qualifications: • Highly experienced in conducting and coordinating patient pre-admission, registration, and transfers • Sound knowledge of medical billing, payment processing, and customer service practices • Operational knowledge of computer, internet, voice mail system, fax machine, and photocopier • Familiarity with various medical insurance and related rules and regulations • To maintain patient privacy and confidential patient information • Ability to collect and document medical information, insurance data, and payments from patients.