

Guylerna Pierre



CAREER OBJECTIVE: Seeking a full-time position at a fast-paced, challenging, and quality organization where I can continue my education and professional growth for a long and distinguished career, which my extensive experience will further develop and be utilized.

LANGUAGES: Fluent in English and Haitian Creole

EDUCATION:

Cambridge College, Boston, MA. 09/18- 06/23
Bachelor's Degree in Criminal Justice

Lincoln Technical Institute, Somerville, MA. 04/09-05/10
Medical Assistant Certificate

EXTERNSHIPS:

Winthrop Police Department, Winthrop, MA 12/21-04/22
B.A. in Criminal Justice Externship
Completed 90 hours unpaid

Marino Center for Progressive Health, Cambridge, MA 02/10-03/10
Medical Assistant Externship
Completed 180-hours unpaid

EMPLOYMENT:

Cambridge Health Alliance/Union Square Family Health 06/22-present
Medical Assistant/ Patient Access Representative II

Administrative Responsibilities:

- Greeting patients courteously.
- Answering the telephone professionally and taking accurate detailed electronic messages.
- Scheduling patient appointments electronically (using Epic), according to scheduling guidelines.
- Execute daily insurance verifications by means of the Passport system.
- Complete patient appointment registrations efficiently with the result of successful claim submissions.
- Maintain detailed accurate records of the department's daily co-payments collected and deposited.
- Obtains consent for treatment and other necessary patient signatures.
- Perform administrative duties necessary to ensure appropriate billing and reimbursement for services provided.

- Assist with the processing of prescription refill requests.
- Scan documents into appropriate medical records.
- Receive and distribute incoming and outgoing mail and faxes.
- Assist with processing of referrals and coordinating specialty appointments.
- Troubleshoot office equipment failures.
- Generate necessary maintenance requests for repairs.

Clinical Responsibilities:

- Actively and efficiently manage the flow of patients through the clinic:
- Pre-visit chart medical record preparation and information gathering to optimize the visit.
- Participate in team huddles and team meetings.
- Room patients: Assist providers with medical histories Appropriate documentation in the electronic health record Check routine vital signs and point of care testing (based on patient's reason for visit, age and diagnosis Perform screening questionnaires and pain score, as needed
- Actively communicates with patients to set expectations, e.g., wait times, what to expect during visit.
- Provides clear and timely observations to providers regarding patient issues.
- Manages room cleaning, stocking, set-up, and turnover.
- Assists providers with clinical procedures.
- Participate in staff meetings, MA meetings and continuing education sessions.
- Assist co-workers in their duties within the limitations of training and scope of practice
- Review and update overdue health maintenance and open orders.
- Book screening tests as part of the outreach process and occasionally books follow up appointments (e.g., well child visits, vaccine booster visits).
- Participates in proactive population management of chronic diseases by generating MyCHART messages, sending templated letters, and calling patients by telephone.
- Tracks completion of certain patient tests.
- Participate in shared medical appointments, including recording history and findings into the electronic health record.
- Ensuring that instruments and ultrasound are present for the start of the clinic session.
- Performing urine pregnancy tests.
- Setting up sterile instrument trays for procedures.
- Packaging specimens (paps, GC/CT, products of conception).
- Cleaning instruments and bringing them up to central processing after the session.
- Handling of liquid nitrogen for procedures

Mount Auburn Professional Services, Cambridge, MA.

03/16-05/22.

Medical Secretary/Medical Assistant/Referral Coordinator

- Data Entry.
- Document insurance referral request and medical questions.
- Oversee the improvement of the quality of care for patients in the office.
- Greet patients when checking in for their appointments.
- Responsible for checking patient's insurance eligibility.
- Obtain prior authorizations from insurance companies for medical procedures.
- Obtained insurance referrals to specialist appointments.

- Responsible for collecting copays from patients at check in.
- Schedule and confirm patient diagnostic appointments, surgeries, and medical consultation.
- Scan medical documents into the patient's chart.
- Knowledgeable of the Epic electronic medical record system.
- Answer telephone and direct calls to appropriate staff.
- Transmit correspondence by email, fax or mail.
- Update patient's medical history, medications and immunizations.
- Performs EKG, PFT, and specimen handling.
- Performed Covid rapid/pcr testing
- Take vital signs, administer injections, and perform phlebotomy
- Assist in ordering and stocking of lab supplies

Tufts Health Plan, Watertown, MA.

10/13-03/16.

Medicare Preferred Customer Relations Rep:

- Answered incoming phone calls from members.
- Assisted members with enrolling/changing plans during annual enrollment periods
- Ensured issues are accurately completely resolved by using available resources
- Provide clear and accurate documentation to ensure problem resolutions
- Respond to inquiries from other key departments in a timely manner
- Trained associates on new computer systems/ or software
- Tester and Editor for program to view insurance policy for members

Multiplan, Waltham, MA.

04/12-10/13.

Staff Assistant/Credentialing

- Responsible for collecting data for provider credentialing
- Data Entry/Kept Records of providers credentialing information
- Processed department documents and prepared correspondences and reports
- Assisted providers with claims and billing issues

Home Depot, Waltham, MA.

06/04-04/12.

Head Cashier Supervisor/Service Desk Associate

- Supervised operations of front end including self-checkout, lot, and all remote register locations.
- Managed service desk and provided excellent customer service
- Printed out daily, weekly, and monthly reports
- Weekly inventory of special orders
- Process work schedules for employees
- Answered incoming calls into department
- Locked and secured all money in bookkeeping a night closing
- Handled customer inquiries and complaints

REFERENCE: Available upon request.