

MARY JONES
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A highly experienced professional in medical records management with responsibility for chart processing, physician compliance to chart completion standards, quality assurance activities and government agency reporting.

A respected leader who is consistent in applying medical staff and facility policies to meet organizational goals.

PROFESSIONAL EXPERIENCE

Fontana Community Hospital Medical Center, Fontana, California

2000-2007

Coding/Analysis Coordinator (2005-2007)

Coding Supervisor (2000-2005)

Oversaw daily operations for two shifts of a health information department of a non-profit community hospital. Supervised 59 full-, part-time and per diem staff.

- Recruited, hired and trained medical record coders and analysts.
- Reduced the number of incomplete charts by more than 60% through the revision of physician suspension policies.
- Acted as the hospital liaison for researching medical legal issues.
- Managed the processing of 150 patient charts per day and maintained the bill hold at \$500,000 or less.
- Conducted random audits of charts to review coder proficiency and compiled quarterly reports for the quality improvement council.
- Managed the bi-annual OSHPD reporting on 16 elements of required data, meeting the less than 2% error tolerance standard.
- Achieved special recognition by Riverside County for compliance to birth registry reporting requirements. Processed up to 300 certificates per month, ranking as one of the highest volume facilities.
- Served as a member of utilization review, interdisciplinary chart review and forms committees. Participated on continuous quality improvement teams.
- Co-authored a patient education brochure that included information on birth certificates, establishing paternity and how to secure a social security number for an infant.
- Led department preparation for two JCAHO surveys and passed the most recent one with a score of 98.

Inland Empire Community Hospital Medical Center, Ontario, California

1993-2000

Assistant Director Medical Records

Directed the daily operations for the medical records department of a major medical center with responsibility for quality improvement studies, OSHPD reporting, defensive financial auditing and contract services. Managed 52 staff and a \$500,000 budget.

- Installed and implemented CAD cards and a 3M encoder, resulting in improved coding accuracy.

MARY JONES

Page Two

Inland Empire Community Hospital Medical Center, Continued

- Redesigned the work area, increasing functional space by 45% within the same overall square footage.
- Converted the incomplete physician chart room setup from physician boxes to a terminal digit. Decreased the number of incomplete charts.

Rancho Cucamonga Community Hospital, Rancho Cucamonga, California

1990-1993

Lead Medical Records Technician

Performed coding and abstracting functions, including quality assurance, transfusion reporting and acceptance and subpoena processing for a non-profit acute-care facility.

Ontario General Hospital, Ontario, California

1989-1990

Medical Records Supervisor

Managed the quality control unit that handled incomplete charts for a government hospital. Responsible for delinquent chart reporting, ICD-9-CM coding, quality assurance studies and ongoing statistical analysis.

EDUCATION/SPECIAL TRAINING

American Health Association, Los Angeles, California

Medical Records Program

Cypress College, Cypress, California

Coding Classes, ICD-9-CM, CPT-4 coding

California Health Information Association, Fresno, California

ICD-9, CPT update coding courses
Medical legal training courses

PROFESSIONAL AFFILIATIONS

American Health Information Association
California Health Information Association, Inland Empire Chapter
Orange County Roundtable Coding Society

LICENSE

Accredited Record Technician (ART)

Languages: English and Spanish