

**MARY JONES**  
**123 Any Street**  
**Any City, State 55555**

**(213) 555-1234**  
**Cellular/Messages: (213) 777-5678**  
**e-mail: MaryJones@earthlink.net**

A versatile medical services professional with more than ten years' experience in managing admissions for hospitals with up to 45,000 visits annually.

Expertise includes outstanding skills in medical office management, instructing large groups in medical administrative functions, designing and implementing productivity improvement programs, recruitment and training of administrative staff.

## **EXPERIENCE**

**Central Hospital of Los Angeles**, Los Angeles, California

2003-Present

### **Admitting Manager**

Manage 60 staff and admissions representatives for an acute-care, 500-bed community hospital with 3,000 employees. The hospital receives 50,000 ER visits and 60,000 inpatient visits annually. Supervise the admissions function 24/7 including scheduling.

- Hired and trained more than 25 admitting staff, including three supervisors. Arranged on-going training of all staff and conducted disciplinary action and annual evaluations.
- Implemented bed-side registration in the ER Department, complying with State and the Federal Emergency Medical Treatment and Active Labor Act (EMTALA).
- Participate in the upgrade of admissions procedures and incorporated automated processes for new technology and information systems.
- Eliminated NCR preprinted forms in favor of laser printed forms that saved more than \$30,000 annually.
- Participate on interdepartmental committees and taskforces to improve admitting procedures.
- Improved cash collections by more than \$30,000 per month.
- Process patient, hospital staff and admitting staff complaints and problems concerning admitting to the hospital.
- Improved the Emergency Department registration work area, increasing efficiency and productivity.

**Community Memorial Hospital**, Sherman Oaks, California

1996-2003

### **Admitting Manager**

Managed admitting, PBX and medical records departments for a 200-bed acute-care hospital with a staff of 65.

- Centralized and automated outpatient and surgical scheduling for the hospital.
- Participated in the installation of a new core clinical software system, which included the registration, finance, scheduling and emergency department modules.
- Participated in establishing a hospital-wide disaster plan.

**MARY JONES**

**Page Two**

**Community Memorial Hospital, Continued**

- Set up a billing system for a neonatal intensive care unit joint venture with Children's Hospital of Los Angeles.
- Worked closely with patient financial services in cleaning up accounts receivables. Recovered more than \$810,000.
- Centralized and redesigned the patient pre-operative administrative and testing procedures.
- Arranged the subcontracting of transcription services to an outside agency.

**All Saints Memorial Hospital, Burbank, California**

1986-1995

**Customer Service Representative**

Started in the Emergency Department as a Unit Secretary for seven years. Transferred to the Home Medical Equipment Division as a Customer Service Representative. Prepared data for Medicare billing and brought in more than \$2.7 million in overdue Medicare reimbursement. Educated patients in the use of home medical equipment including glucometers and home safety equipment. Dispatched drivers for the medical equipment delivery. Scheduled home appointments for respiratory patients. Maintained medical equipment warehouse and inventory control.

**EDUCATION**

**University of California, Los Angeles, Los Angeles, California**

**Master of Business Administration  
Bachelor of Science, Biological Sciences**

**Other Courses:** Leadership, Joint Commission Accreditation Process Training, EMTALA, Medicare Billing Seminars, Consent Training Seminars, Diversity Training, Conflict Resolution and Employee Relations

**AFFILIATION**

California Association of Hospital Admitting Managers (CAHAM)