

RACHEL COON

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Education

Masters of Health Care Leadership- GPA 3.75/4.0 May 2016
Friends University, Wichita, KS

Bachelor of General Studies in History, Education, and Mathematics May 2011
Wichita State University, Wichita, KS

Work History

***Internal Medicine Residency Program Coordinator/
Operations Supervisor- IM Hospitalist and Neonatology*** January 2016- Present
Mercy Hospital, Rogers, AR

- Maintains personnel records, including confidential evaluations and counseling records.
- Coordinates social functions; plans, develops, and implements orientation for all Internal Medicine residents.
- Program coordination- works with the faculty and residents regarding schedules and hours. Advocates and seeks out physicians to serve as faculty. Attends monthly, quarterly, and annual meetings as directed. Attend interviews of prospective new residents.
- Budget- participates in budget meetings, validates grants and gifts are utilized in accordance with contracts.
- Direct responsibility for assigned business operations of both hospitalist and neonatology practices.
- Responsible for evaluating, planning, directing, and coordinating the activities of the practices.
- Assist with admissions from the Emergency Department and direct admissions from other providers by assigning them to the proper physician on service for that day.
- Undertake various projects.

Insurance Billing April 2015- December 2015
Northwest Arkansas Urology Associates, Springdale, AR

- Review and work daily claims.
- Work on aging reports.
- Help with billing and revenue processes within the billing department.
- Insurance payment posting.

Professional Billing April 2013- March 2015
Newton Medical Center, Newton, KS

- Bill for radiological group within the hospital.
- Work with insurance companies to process claims.
- Work on aging reports, remittance advice reports, and correspondence.
- Researched and complied materials for Emergency Department financial counseling and collecting payments from patients during point of service.
- Responsible for maintaining and keeping up-to-date policies and procedures for the Patient Financial Services Department.

Patient Registration

November 2011- April 2013

Newton Medical Center, Newton, KS

- Register and pre-register patients for outpatient services, surgeries/procedures, emergency room visits, and hospital admissions.
- Assist nursing staff with transfer of patients within the hospital.
- Assist with switchboard duties.

Skills

Computer: Windows 8, Microsoft Office 2010, 10-key, EPIC, MediTouch, MediSoft, Meditech, PDS Cortex, QMS Qualtrex.