

Rachel Dalbey

Health care

Saint Joseph, MO 64503

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Seeking medical office work in an organization where I can provide useful service to my employer by the virtue of my medical education and training, patient care skills, and general office skills.

Authorized to work in the US for any employer

Work Experience

CNA - Certified Nursing Assistant

Abbey Woods Center for Rehabilitation & Healing - Saint Joseph, MO

Present

Take care of the elderly daily needs.

Medical Records Assistant

CARRIAGE SQUARE - Saint Joseph, MO

August 2017 to February 2019

Help thin files,answer phones,staffing supplies, order supplies,staffing, and any other jobs needing done in the medical record's department. Did drug testing.

Certified Nursing Assistant (CNA)

Riverside Health System - Saint Joseph, MO

May 2015 to February 2019

Took care of elderly.

Education

Associates Degree in Health Information Technology

American Business & Technology University - Saint Joseph, MO

High School Diploma

Ruth Houston Center - Saint Joseph, MO

Skills

- billing (2 years)
- coding (Less than 1 year)
- customer service (10+ years)
- HIPPA (10+ years)
- liability (10+ years)

- CMA (10+ years)
- Medical Records
- Scheduling
- Vital Signs
- Patient Care
- Receptionist
- Injections
- CPR
- Microsoft Word
- CPR Certified
- Filing
- Medical Scheduling
- Medical Office Experience
- Records Management
- Medical Billing
- Transcription
- Medical Coding
- Computer Skills
- Accounting

Certifications and Licenses

Cna

February 2009 to December 2018

CPR

Certified Nursing Assistant (CNA)

Assessments

Patient-focused care — Proficient

December 2018

Measures a candidate's ability to address concerns and use sensitivity when responding to needs and feelings of patients.

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

September 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Customer service fit — Proficient

March 2020

Measures the traits that are important for high-quality customer service.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

HIGHLIGHTS OF QUALIFICATIONS

- Exceptional customer service skills; diplomatic and patient with all types of individuals
- Organized with great attention to detail and follow-through
- Flexible; able and willing to learn new things
- Organizational levels are great
- Highly understands basic concepts of medical law and HIPPA compliances and comprehends the basics of health insurances
- Skilled in maintaining, reporting and categorizing patient information
- Computer skills include Microsoft Office Suite

SKILLS and TRAINING

- Medical billing and coding • Health care delivery systems
- Patient care • Lifestyle and stress management
- Front office skills • Health care technology
- Medical terminology
- Customer service/Manger/Warehouse

- Medical law, liability and ethics
- Home Health Care attendant