

Ashley Rozas

3 Brook St, Spring Valley, NY 10977

Cellphone: (845)598-2320

Email:ashleyrozas21@gmail.com

Education:

Rockland Community College 2016 - In Progress

Criminal Justice of Science

Ramapo High School June 2012-2016

New York State Regents Diploma

High School Diploma

Work History:

Highland Medical of Montefiore Hospital, West Nyack, New York

Medical Receptionist 2022-2023

Hours: 8:30am-5pm = 40 hours per week

- Check in and out patient
- Make new and follow up appointment
- Answer phone calls and emails
- Scan paperwork into patient chart
- Fax, mail, and email paperwork requested
- Acknowledge nurse or doctor medication refill request
- Maintain work area clean and organized
- Direct contact with patients through phone calls and in person
- Direct contact through telephone with pharmacy, other facilities practice, etc.

CityMD, Nanuet, New York

Patient Care Representative 2021-2022

Hours: 40 hours per week

- Register patients
- Assist patient on Kiosk
- Answer phone calls
- Scan paperwork into patient chart
- Schedule STATs for patients with Specialist or Radiology Technicians
- Maintain work area clean and waiting room
- Direct contact with Walk-ins

- Direct contact in person with doctors and patients for translation

MedData - Good Samaritan Hospital, Suffern, New York

Bilingual Patient Advocate 2021

Hours: 40 hours per week

- Insurance Eligibility
- Working on multiple cases during a work period in a timely manner
- Customer service
- Participating in ongoing trainings
- Maintain assigned work queue of patient accounts
- Collaborating with hospital staff, managers, social workers, financial counselors
- Answer phone calls
- Accommodating with a patient needs
- As per established protocols, inform the client in a timely manner of all approvals and denials of coverage

Crothall -Good Samaritan Hospital, Suffern

Patient Flow Coordinator (Dispatcher): 2020- Present (per diem)

Hours: Overnight - 32-45 hours per week

Hours: Per Diem - when coverage is needed

- Provide quality customer service with one-on-one attention
- Directs the activity of the transport function and transporters, ensuring timely completion of tasks.
- Follow up on issues related to service and operations.
- Ensures requests have been addressed in an efficient, timely manner
- Serves as a liaison between Patient Transportation and other departments.
- Assigns, collects and distributes pagers. Monitors daily sign-in/out procedures
- Resolve problems related to patients, visitors, and or staff complaints
- Direct contact with Emergency Room patients and staff
- In contact by telephone with all hospital staffs
- Direct contact with patients, when transporting them to another location of the hospital
- Picked up a double shift

Skills:

- Bilingual
- Organization
- Excel/ Microsoft word
- Time management
- Problem-Solving abilities
- Communication
- Computer Skills

- Leadership experience
- Multitasking
- Customer service

Languages:

- **Spanish:** Fluent
Reading, Writing
- **English:** Fluent
Reading, Writing