

# Schmia Parm

## **Intake Coordinator - Multiple Roles**

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I have a very upbeat personality that is team-oriented. I am a dedicated individual that strives for success. I am seeking a position where I can utilize my practical knowledge coupled with my formal education to acquire a position within the healthcare field. I have critical thinking skills that I use to meet or exceed my employer's goals. I am able to meet deadlines. I pride myself in my professionalism and my ability to interact well with the patients, their families, and my coworkers.

Authorized to work in the US for any employer

## Work Experience

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### **Intake Coordinator**

Multiple Roles - Evansville, IN

February 2015 to Present

MSA Hospice, Evansville, IN.

AND

Office Coordinator; (temporary); MSA Hospice, Evansville, IN.

(In addition to the responsibilities as Home Hospice Aide. Worked long hours while fulfilling both positions concurrently.)

AND

Home Hospice Aide (CNA); MSA Hospice, Evansville, IN.

The responsibilities for the above 3 positions include(d):

- Intake of new referral information from the Account Executive and entering this information into the Allscripts data base for insurance and hospice eligibility approval. Maintains professionalism while communicating with referral source, including the patient's referring physician's office.
- Updates and maintains patient referral log and submits daily to Account Executive, Administrator, and Managers.
- Run various reports from Allscripts daily, weekly, and monthly, depending on the type of report required to prepare for billing
- Assist clinicians with Allscripts charting to ensure that their documentation has been entered correctly and that their visits will populate correctly on bill.
- Ensure that all Medicare Certification/Recertification Orders and Certificates of Terminal Illness (CTI) are signed timely and processed correctly into the Allscripts system.
- Help to create and implement processes when changes occur in how we bill to ensure that the company is not losing money due to non-compliance with all aspects of charting within Allscripts by different team members.
- Help create the monthly list of patients who need to be added to the "hold list" from billing due to either Allscripts charting issues or non-signature of orders. I work to make sure this list is kept low and that it is released for billing as soon as possible.
- Keep up with the Accounts Receivable that is outstanding and work closely with the billing department to provide them with as much information as quickly as possible to process claims.

- Completes Daily Census Report for submission to MSA's Board of Directors.
- Enters patient information into Allscripts.
- Medicaid Prior Authorization process for eligible patients; have had specific training and seminars.

From the beginning of this process until I verify that the patient has been approved for Indiana Medicaid.

- Assists the RN Case Manager in ordering needed DME at the time of referral and sets up a delivery time as communicated between the patient's family and the DME source.
- Assist in answering phone as needed, and relaying calls to nurses or other hospice staff from patients or patient families to relevant hospice staff based on the patient/family needs.
- Enter into Allscripts the schedules of some of the clinical staff on a weekly basis.
- Interact closely with all staff, as communication is paramount to the Hospice Team.
- Manage and balance Petty Cash, as needed.
- Process paperwork on each new employee in collaboration with Corporate Office, including the initiation of background checks, employment verification, etc.
- Participate in the Orientation of New Employees.
- Manage and maintain the schedules of the blood pressure clinics and any other activities required by the other staff members.
- Filing of patient information; maintain patient charts.
- Other responsibilities as determined by the Administrator.
- While a Home Hospice Aide, I assisted patients with a terminal diagnosis (and their families) with their personal care needs. This included: bathing, brushing teeth, skin care, safe ambulation, teaching and reinforcing what the RN or LPN has taught the individual and/or their family.
- The care and welfare of the patient and their family is my top goal while maintaining a team approach to this goal.
- Maintain patient confidentiality and respect.
- Assisted teammates whenever needed.

### **Home Health Aide**

Maxim Health Services - Evansville, IN  
May 2012 to February 2015

- Assist patients with their daily activities in the privacy of their own homes.
- Worked alongside family to help teach them the skills needed for safe patient transfers and personal care for the patient.
- Documentation
- Taking Vital Signs (Temperature, Pulse, Respirations, Blood Pressures, O2 Sats).
- Maintained patient confidentiality and respect; honored their privacy.

Home Health Aide; Bright Star; Evansville, IN;

- Same responsibilities as listed above, and my goal was to always treat my patients with respect and honor their privacy.

### **Certified Nursing Assistant (CNA)**

Redbanks Nursing Home - Henderson, KY  
2000 to 2015

Provided Care to the Residents with patience, respect, and understanding:

- Received training and became a Restorative Aide.
- Became a Preceptor/Trainer for the newly-hired aides.
- Provided personal patient care.

- Answered call lights promptly.
- Assisted with Daily Living tasks.
- Assisted nurses with wound care, trach care, and feeding tube care.
- Assisted in the Alzheimer Unit when needed.
- Transferred patients using different types of equipment.
- Ambulated patients safely.
- Assisted the patient with passive range-of-motion activity.
- Charted what was appropriate for my discipline.
- Became a Super-User for POC (Point of Care charting software).
- Maintained patient confidentiality and respected each resident.

### **Certified Nursing Assistant (CNA)**

Redbanks Nursing Home - Evansville, IN

November 2012 to August 2013

Provided care to the residents with patience, respect, and understanding:

- Answered call lights promptly.
- Assisted with Daily Living Tasks
- Provided personal patient care
- Transferring patients as needed using different types of equipment
- Ambulated patients safely.
- Documented care that was provided.
- I was responsible for training and teaching aide skills to newly hired employees under the Policies and Procedures for this company.
- Maintained patient confidentiality and respect and honored their privacy.

### **Certified Nursing Asst. (CNA)**

Angel River Nursing Home - Newburgh, IN

November 2010 to March 2011

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- Same responsibilities as listed above, and my goal was to always treat my patients with respect and to honor their privacy.

### **Certified Nursing Asst. (CNA)**

Redbanks Nursing Home - Henderson, KY

November 2005 to November 2010

Same responsibilities as above, and my goal was to always treat my patients with respect and to honor their privacy.

- Trained/taught CNA skills to new employees
- Assisted patients with Level 2 and 3 Range of Motion

## Education

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### **Associate of Arts in Healthcare Administration**

University of Phoenix

2013