

Bridgette A Billingslea
Kent State University
School of Library and Information Science
School of Information Architecture and Knowledge Management
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Objective: To obtain a position in an academic, health science, or public library setting

Education: The Ohio State University, Columbus Ohio
Bachelor of Arts in History, March 1992

Kent State University, Kent, Ohio

GPA: 3.85 attained Summer Semester 2011, Cumulative 3.67

Master's Candidate, Library and Information Science, graduating August 2012

Master's Candidate, Health Informatics, anticipated Autumn 2013

Related Experience: University Hospitals of Cleveland

Senior Patient Access Rep II, September 2008 - present

- Responsible for collecting patient health information and demographics at the point of service for patients receiving care in General Surgery, Urology, Pain Management, Neurology and Neurosurgery, and various Pediatric specialties
- Scheduling patients for radiology and other medical procedures
- Manage safe deposits, perform co-pay collection and cash reconciliation
- Managing patient schedules during morning and afternoon clinics
- Advanced medical office administration
- Preparing charge tickets for revenue cycle billing

The Ohio State University Medical Center

PRC Specialist and Supervisor, Patient Access Services, December 2005-September 2008

- Overseeing daily operations of 2 large outpatient registration sites
- Responsible for the direct supervision of 8 registrars
- Monitor scheduling and staffing
- Performs monthly QA audits on staff and patient accounts
- Performs corrective action as needed
- Reviews timekeeping and travel reimbursements
- Resolves escalated customer service issues
- Batch and reconcile all co-pay monies collected

- Answered incoming calls from internal and external customers at the Registration call center
- Created inpatient and outpatient registration accounts for billing
- Transferred patients via computer to different floors
- Gathered consents, HIPAA notices and signatures needed to remain compliant to JCHAO standards
- Balanced the nightly inpatient census

Computer Software and Program Skills: Microsoft Office - Excel, Word, Access, PowerPoint
Hospital Systems-IDX, Athena, Physicians Portal, PACS, Virtual Merchant

Relevant Coursework:

Culminating Experience Practicum, Cleveland State University, Michael Schwartz Library

Health Information Resources
Management of Libraries and Information Centers
HTML and E-Publishing on the Web
Effective Knowledge Management for Organizations
Health Records Management
Health Informatics Management
Microsoft Access Database Design and Applications coursework Summer 2012

Academic Activities and Honors:

KSU Friends & Alumni Council Minority Endowed \$1,000 Scholarship, December 2011
Academic Library Association of Ohio, \$1,500 diversity scholarship, April 2011
Golden Key International Honors Society, induction April 10, 2011
Cleveland African-American Library Association, \$1000 scholarship, December 2010
American Library Association, Member
Medical Library Association, Member
Phi Alpha Delta, Pre-Law Honorary
Phi Alpha Theta, History Honorary
Ohio State University Alumni Association, Member

Conferences Attended:

ALAO Conference, November 4th, 2011, Toledo, Ohio
Medical Library Association October 7-11, 2011, Indianapolis, Indiana

Library projects and research:

CSU conference and academic research guide video demo link:
<http://screencast-o-matic.com/watch/cli3Fwd5A>
E-Portfolio available on request