

PATRICIA I. ENRICO

407 924 3323

Patricia.Enrico@gmail.com

PROFESSIONAL SUMMARY

High-performing Manager with extensive healthcare experience in medical office environment.

Goal-oriented and welcoming, with proven history of modernizing traditional offices to maximize patient satisfaction. Dedicated to organization and collaboration. Trained in Medisoft, PCN, Alta Point, and Practice Fusion, as well as Unix based software with excellent EHR skills.

WORK HISTORY

Medical Practice Administrator, 10/1990 – 12/2021
Rion J Forconi, MD PA, Lake Mary, FL
Practice closed due to physician retirement & building sale.

Adjunct Instructor, 2002 - 2004
Lake Technical College, Eustis, FL

Professional Certification Proctor, 03/2002 - 03/2005
Practice Management Institute (PMI)

EDUCATION

Medical Assisting
Orlando College - Winter Park, FL

Bachelor of Arts, English
LaSalle College - San Isidro, Buenos Aires

National Certified Teacher
Artigas College - San Fernando, Buenos Aires, Argentina

CERTIFICATIONS

Certified Medical Assistant (AAMA)

AWARDS AND APPOINTMENTS

Seminole Community College – Medical Assisting Advisory Committee member 1994-2006

Association of Dermatology Administrators /Managers – (ADA/M) - Managed Care Committee Member – 1997-1998
Medical Office Managers Association (MOMA) - Vice president 1999-2000
Dermatology Nurses Association (DNA) – Associate Member Award – Biogen – 2002-2003
Dermatology Nurses Association (DNA) – Florida Chapter Founding Member – 2005
Dermatology Nurses Association (DNA) – Journal Editorial Board Member – 2004-2006

PROFESSIONAL COMPETENCIES:

1. Problem Solving & Staff Management

- Applied a practical and logical approach to problem-solving in daily operations, ensuring seamless workflow.
- Conducted comprehensive staff training and onboarding programs, nurturing a skilled and motivated workforce.
- Efficiently managed staff schedules, optimizing resource allocation for enhanced productivity.

2. Leadership:

- Successfully built and led a high-performing team of professionals, resulting in a positive culture of collaboration and goodwill.
- Implemented motivational strategies, boosting team morale and productivity.

3. Technical Proficiency

- Held certification in Electronic Health Record (EHR) implementation and training, facilitating streamlined digital healthcare management.
- Demonstrated expertise in troubleshooting computers and servers, ensuring uninterrupted IT operations.

4. Exceptional Communication & Language Skills

- Exhibited strong bilingual communication skills in English and Spanish, fostering effective team collaboration. Assisted staff with patient communications whenever necessary.
- Prepared and presented oral and written reports, ensuring clear and concise communication with employer & staff.

5. Financial Management & Compliance Oversight

- Successfully oversaw the financial flow, achieving remarkable growth by transforming a startup into a \$2,000,000 gross annual revenue medical and aesthetic practice.
- Implemented and maintained compliance plans for regulatory standards, including OSHA, HIPAA, and others, ensuring adherence to legal requirements.
- Prepared meticulous monthly, quarterly, and annual financial reports for CPA, demonstrating a keen eye for financial detail.

- Managed sales tax filings, ensuring accurate and timely submissions to regulatory authorities.

6. Project Management & Negotiation

- Effectively supervised and negotiated with developers for a new office building construction project, ensuring timely and within-budget completion.
- Oversaw office building and maintenance services, ensuring a conducive work environment for staff and patients.

7. Healthcare Compliance & Performance Optimization

- Ensured Medicare program compliance, implementing and training staff on Billing and Coding procedures.
- Implemented and reported on various Medicare measures such as MIPS, Meaningful Use, E-Prescribe, and PQRS, maximizing government incentives for compliance.
- Spearheaded the Physician Re-credentialing process, maintaining high compliance standards.

8. HIPAA Compliance & Medical Records Management

- Implemented and executed Medical Records release policies and procedures, ensuring full HIPAA compliance.
- Maximized government incentives for compliance, achieving exceptional performance scores in regulatory audits.

PROFESSIONAL REFERENCES: Upon request

ATTACHMENT:

RION J. FORCONI, MD Recommendation letter
Rion.Forconi@gmail.com