

# Rebecca J. Mitchard

Healthcare Administrator | Patient Advocate

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## SUMMARY OF QUALIFICATIONS

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Highly accomplished, results-driven healthcare administrator and patient advocate with 16 plus years' experience in the medical field and a Doctor of Medicine degree. Leveraged medical, interpersonal, time management, and leadership skills to manage top-ranked Concierge internal medicine office of Dr. Theodore Li in Washington DC. Dedicated to optimizing productivity and empowering workers, and have directly trained over 10 new staff as well as mentored numerous medical students, medical assistants, executive assistants, and potential office managers. Highly proficient in medical terminology, insurance verification, medical/ICD-10 coding, budgeting, billing, keeping inventory, and using electronic medical records systems such as Epic, MiSys, and HAPPE. Having volunteered, worked, and studied in 7 different countries, I am adept at working in diverse cultural environments and bridging gaps in communication, enabling me to more easily understand and resolve conflicts. I thrive working in fast-paced environments and demanding positions where I must be resourceful, independent, and thorough as well as flexible, collaborative, and caretaking.

## AREAS OF EXPERTISE

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Medical Office Management  
Verbal and Written Communication  
Relationship and Team Building  
Leadership  
Professionalism  
Critical Thinking  
Medical Records/EMR Systems  
Data Input and Analysis  
Medical/ICD-10 Coding  
Staff Training and Development

Employee Handbook Development  
New Hire Orientation and Mentorship  
Conflict Resolution  
Problem Solving  
Insurance Verification  
Medical Claims and Prior-Authorizations  
Medical Billing/Collections  
Budgeting  
Medical Knowledge & Terminology  
HIPPA/Confidentiality Policies & Procedures

## WORK EXPERIENCE

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### Office Manager/Patient Advocate

May 2012 – Oct 2019

Theodore Li, MD, Concierge Internal Medicine - Washington, DC

- Oversaw daily practice operations for a clientele of over 650 patients, including appointment scheduling, emails, phone calls, prior-authorizations, insurance claims, and prescription orders
- Generated and updated patient membership portfolios and the practice's waiting list
- Managed patient records and contracts using secure electronic medical records databases
- Worked collaboratively with technicians, clinicians, fellow administrators, pharmacists, pharmaceutical representatives, insurance personnel, caretakers, and family members to improve efficiency and efficacy of patient care
- Resolved patient conflicts, billing errors, insurance disputes, and computer/technical problems
- Trained and mentored new employees
- Transcribed patient narratives into focused medical summaries using medical terminology
- Counseled the over 650 patients on their diagnoses, test results, and treatment options
- Expedited specialty, diagnostic, and procedural interventions for patients, such as infusions and biologic therapies
- Composed and edited letters of medical necessity, medical appeal, jury duty, disability, insurance reimbursement, work/school leave of absence, and more
- Remained up-to-date in healthcare topics via web research and journal/data analysis (UpToDate, PubMed, The New England Journal of Medicine, etc.)
- Maintained inventory of and ordered office supplies

**Intern/Medical Resident****June 2010 – July 2011**

University of Minnesota, Department of Internal Medicine - Minneapolis, MN

- Provided patient care in Internal Medicine and its subspecialties
- Completed weekly seminars to improve critical thinking, problem solving, and communication skills
- Assisted and mentored medical students in their clinical rotations
- Documented and managed patient data using Electronic Medical Record systems
- Worked effectively alone, as part of medical teams, and with consultants

**Executive Administrative Assistant****June 2009 – Mar 2010**

John Dooley, MD, Internal Medicine - Washington, DC

- Coordinated and assisted with patient care: obtained medical histories, explained results, and acted as point of contact with patients, family members, and other medical professionals
- Drafted and edited correspondence on the physician's behalf
- Trained new medical secretaries
- Managed the physician's schedule, handled multi-line phone, and structured the workstation

**EDUCATION**

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**Doctor of Medicine****2009**

University of Virginia School of Medicine - Charlottesville, VA

**BA, Honors in Sociology/Psychology****1999**

Queen's University - Kingston, ON

**LEADERSHIP EXPERIENCES**

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**Founder & President, Anesthesiology Interest Group****Aug 2006 – Dec 2008**

University of Virginia School of Medicine

- Organized lectures, led group discussions, arranged shadowing opportunities, and facilitated hands-on learning experiences for medical students in the field of anesthesiology

**President of Edgerton Society of Plastic and Reconstructive Surgery****Aug 2006 – Dec 2008**

University of Virginia School of Medicine

- Arranged monthly conferences, coordinated journal club meetings, and created shadowing opportunities for medical students in the field of plastic and reconstructive surgery

**RESEARCH AND WRITING ACCOMPLISHMENTS**

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**Graduate Student, Medicine****Aug 2005 – May 2009**

University of Virginia School of Medicine

- “The Influence of Gender on Physician-Patient Relationships”
- “Costs of Bipolar Disorder: Analysis of Costs to Society, Healthcare Systems and Businesses”
- “The Role of Yoga as an Adjunct to Standard Medical Therapy in Treating Bipolar Disorder”
- Researched a biomedical treatment for neurodegenerative diseases: the ability of adipose stem cells to form 3-D multicellular aggregates after exposure to TrypLE Express and Trypsin

**TRAVEL AND VOLUNTEER ACTIVITIES**

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**Travel Enthusiast and Outdoorswoman, Journey of self-discovery****Oct 2019 – Apr 2020**

United States of America

- Camped, hiked, and explored rustic Americana including National Parks and Forests

**Crisis Hotline Operator, Sexual Assault Center**  
McGill University

**Feb 2001 – Mar 2001**

**Volunteer Abroad, Nepal**  
Students' Partnership Worldwide

**Oct 1999 – June 2000**

- Collected demographic, infrastructure and environmental data about local communities in order to address the key healthcare, ecological, nutrition and education challenges faced
- Educated locals about sanitation, nutrition and sustainable rural living
- Designed and marketed new methods of building efficient stoves
- Directed the construction of simple solar power devices to dry foods and heat homes
- Built irrigation systems covering 50 acres, residential water tanks and public latrines

#### COMPUTER EXPERIENCE

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Microsoft Office software, Electronic Medical Records systems (HAPPE, Epic), Relay Health, MDVIP, IC Verify, MiSys, Internet search engines

\*References available upon request