# Stephanie M. Serna MS, PA-C

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Physician Assistant seeking employment in Plastic Surgery. Interested in working in a team oriented environment with opportunities for a hands-on approach to patient care. Competencies include being a quick study, ability to adapt to new situations, and having a keen sense of how to navigate stressful encounters. My goal is to expand access to healthcare, provide exemplary medical services, and be the optimal PA that directly reflects the ideals of my supervising physician.

# SKILLS AND QUALIFICATIONS

- Providing outstanding and compassionate patient care
- Performing procedures such as suturing, I&D, or joint injections with proper sterilization and safety techniques.
- Knowledgeable and comfortable with operating room flow, sterile technique, and assisting surgeries.
- Assessing patient needs and developing effective treatment plans

# **EDUCATION**

# Western University of Health Sciences

MS, Physician Assistant August 2017

<u>Clinical Rotations</u>	
Bernard A. Feigenbaum M.D. Allergy - Otolaryngology/Allergy	1 month
A Plus Urgent Care - Urgent Care	1 month
Vijay Arora, Inc Obstetrics and Gynecology	1 month
Kaiser Permanente Escondido- Pediatrics	1 month
Adema Family Medicine & Recalde Family - Primary Care	2 months
Kaiser Permanente San Diego- Surgery	2 months
Pioneers Memorial Hospital- Emergency Medicine	1 month
Venu Prabarker M.D Internal Medicine	1 month
Arrowhead Regional Medical Center- Orthopedic Surgery	1 month

## Northern Arizona University

Bachelors of Science in Interdisciplinary Studies 2012

# **PROFESSIONAL EXPERIENCE**

Aug2012-2014	Millennium Labs	San Diego, CA
Customer Service Representative		
<ul> <li>Customer Service for patient/provi</li> </ul>	der/ sales representatives	
<ul> <li>Update health insurance or patient</li> </ul>	file/ data entry	
<ul> <li>Contact insurance to reprocess clair</li> </ul>	ns	
<ul> <li>Versed in different insurance denial</li> </ul>	/payment trends	
<ul> <li>Check patient eligibility</li> </ul>		

- Take credit card payments and initiate payment plans
- Research system errors
- Research explanation of benefits to determine claim processing

#### Jul.-2007- Jun 2010 Health Insurance CSR

- Quoted benefits for members/ providers
- Knowledgeable in patient benefits and exclusions for PPO/HMO/POS/Indemnity plans
- Researched and reprocessed various system rejections on claims
- Intensive multitasking with multiple computer programs
- Researched and approved or denied provider/ member appeals based on provider contracts and member benefits

Tucson Cardiovascular Imaging

Blue Cross Blue Shield of AZ

- Processed refunds
- Priced claims per cpt code and units
- HIPAA trained .

# Mar.-2006- Jun 2007

Nuclear Medicine Associate

- Patient Care physically and mentally.
- Set up patients on a ECG for Nuclear Stress Tests.
- Assisted in monitoring patient's stress tests
- Took patient history
- Helped assess patient's health for stress testing
- Back and Front Office duties
- Worked with accounts receivables
- Took vitals

## **CERTIFICATIONS AND LICENSURE**

Physician Assistant Certified, September 2017 Advanced Cardiac Life Support, September 2016 Basic Life Support for Healthcare Provider, October 2015

## **PROFESSIONAL AFFILIATIONS**

California Academy of Physician Assistants

## References

Vasco Deon Kidd DHSc, MPH, MS, PA-C 909-580-6353 Arrowhead Regional Medical Center Orthopedic Dept. Constance Bouvier PhD 714-841-3465 Psychology

Venu Prabaker MD SEE ATTACHED LETTER KiddV@armc.sbcounty.gov

cbouvier@westernu.edu

Tucson, AZ

Phoenix, AZ