

# JILLIAN BRADBY

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## EDUCATION

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### **Associate of Applied Science, Medical Assisting**

Community College of Baltimore County, Catonsville, MD

May 2018

## RELATED EXPERIENCE

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*Neurobehavioral Associates, Columbia, MD (November 2024 – Present)*

### **Office Manager**

October 2025 – Present

- Manage day-to-day operations of a busy neurobehavioral health office.
- Handled patient scheduling, intake, and check-out procedures.
- Maintain HIPAA compliance and support clinical team with documentation and testing coordination.
- Serve as primary contact for patients, families, and referral sources.

### **Office Administrator**

November 2024 – October 2025

- Supported neuropsychologists with report preparation and correspondence.
- Maintained medical records and ensured compliance with office procedures.
- Assisted with billing, payment collection, and daily deposits.
- Provided exceptional patient service and administrative support

### **Front Desk Coordinator I**

*John Hopkins Cardiovascular Specialist of Central Maryland, Columbia, MD February 2023 – October 2024*

- Scheduling, rescheduling, and canceling patient appointments as required.
- Answering patient questions regarding basic medical tests and procedures.
- Providing instructions to patients to ensure that they are prepared for examinations and procedures.
- Confirming patient appointments.
- Courteously receiving incoming telephone calls and taking messages as needed.
- Explaining financial requirements and obligations to patients and entering payments into the practice management system.
- Scheduling referral appointments and follow-ups.
- Verifying insurance details and informing patients of un-covered fees.
- Filing documents and organizing supplies.

**Administrative Coordinator***Ascension Saint Agnes Heartcare, Baltimore, MD**February 2022 – February 2023*

- Maintained physician surgery schedules to maximize utilization of OR block time
- Ensured appropriate documentation is obtained so that surgery can proceed as scheduled
- Proactively offered surgery time to physicians
- Provided appropriate ICD and CPT codes to inpatient and outpatient surgical procedures
- Communicated directly with Physicians, Directors, Nurses, and other support staff
- Responsible for compiling and maintaining physicians' orders and patients' medical records
- Accurately and promptly coordinated scheduling, rescheduling, and cancellation of physician appointments so to maximize resource utilization for optimum efficiency

**Critical Care Transfer Coordinator***University Of Maryland Access Center, Baltimore, MD**September 2021 – March 2022*

- Provides first point of contact in an in-house emergency to doctors and nurses. Coordinates phone call conversation between appropriate personnel to provide a prompt service to patients who have suffered and in-house emergency.
- Utilizes the guidance of protocol to assess and coordinate bed availability in conjunction with the patient placement center to ensure the appropriate and efficient placement of patients.
- Transfers and receives phone calls from hospital customers, departmental staff, hospital staff, and physicians. Uses effective interpersonal skills to identify and resolve conflicts, decrease communication barriers, and facilitate group effectiveness.
- Requests and/or provides information regarding the transport of ill or injured patients to and from procedural/diagnostic areas within the Medical System.
- Receives and transmits clinical via telephone to ensure the efficient processing of patients.
- Maintains specialized logs and databases related to transports. Collects statistical data on patient numbers, types, demographic information, etc. essential to understanding the type and magnitude of services provided by the department, and for special research at the request of clinical and administrative leadership.

**Administrative Technician***Baltimore Washington Medical Center, Glen Burnie, MD**October 2020 – May 2021*

- Accurately and concisely maintains patient care records along the continuum from admission to discharge
- Respond to patient call lights/ Maintain Unit communication board
- Attends required training on electronic medical record documentation, electronic admission and discharge process, and HIPAA requirements.
- Demonstrates ability to write or electronically document accurately in the medical record and/or file paper documents as verified by chart review.
- Performs basic computer and clerical skills.
- Maintain customer service skills whenever dealing with difficult personalities and service recovery as needed.
- Responds to any safety violations or emergency situations in an appropriate manner.

**Call Center Representative**

*Maryland Primary Care Physicians, Columbia, MD*

*September 2018 – October 2020*

- Handling patients scheduling needs, referral sources, and administrative department inquires
- Communicating with insurance companies and/or prior authorization requests
- Entering patient information into an electronic medical records system
- Ensuring patient satisfaction and assisting them with issues/concerns related to their health and acting as a liaison between doctors and patients

**Staffing Assistant**

Nursing Support Services Department

*Baltimore Washington Medical Center, Glen Burnie, MD*

*August 2016 – April 2019*

- Implements and coordinates, under professional nursing supervision, the daily staffing schedules of nursing units according to census, patient acuity, skill mix requirements, and availability of regular and per them nursing personnel.
- Receives and records phone calls from nursing personnel that impact on staffing and informs the nursing supervisor and unit staff of changes in staffing.
- Coordinates and monitors patient flow through hospital units.
- Maintains a variety of data regarding staff and unit characteristics to assist in the planning, implementation, and coordination of daily nursing staffing levels.
- Prepares and distributes various computer reports such as unit time schedules, productivity reports, position control reports, individual attendance reports, license monitoring reports and turnover reports; maintains all records pertaining to staffing and payroll.
- Monitors license expiration for licensed personnel; monitors CPR expirations for all personnel.

**Skills**

10 Key, Accounts Payable, Balance, Coaching, Inventory, Microsoft Excel, Microsoft word, EPIC EMR, ECW EMR, Packaging, Recording, Recruiting, Telephone, Transmission, Customer Relations, Data Entry, Inventory Management, BLS Certified