


Twyla Donoughe

Medical Records Assistant

Dedicated Medical Records Assistant with 1 year of experience in accurate and efficient management of patient records. Proficient in medical terminology, data entry, and maintaining confidentiality while ensuring compliance with regulatory standards. Demonstrates strong organizational skills and attention to detail, with a commitment to supporting healthcare providers in delivering quality patient care.

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123 Oak Street, Springfield, IL 
62704

Education

**Associate of Applied Science
in Health Information
Technology at Moraine
Valley Community College,
Palos Hills, IL**

Sep 2017 - May 2022

Relevant Coursework: Medical Terminology, Anatomy and Physiology, Health Information Management, Medical Coding and Billing, Electronic Health Records, Healthcare Statistics, Quality Improvement, Healthcare Law and Ethics, and Healthcare Information Systems.

Links

[linkedin.com/in/twyladonoughe](https://www.linkedin.com/in/twyladonoughe)

Skills

ICD-10 coding



CPT coding



HIPAA compliance



EHR management



Medical terminology



Data entry



Document scanning



Employment History

Medical Records Assistant at Ciox Health, IL

May 2023 - Present

- Successfully processed and managed over 10,000 medical records requests within a year, ensuring timely and accurate delivery to various healthcare providers and patients.
- Streamlined the organization and filing system for medical records, reducing retrieval time by 30% and improving overall efficiency in the department.
- Implemented a new electronic records management system, resulting in a 25% reduction in paper usage and a 20% reduction in processing time for medical record requests.
- Trained and mentored 5 new Medical Records Assistants, contributing to a 15% increase in department productivity and maintaining a 100% accuracy rate in records management.

Medical Records Clerk at NorthShore University HealthSystem, IL

Aug 2022 - Apr 2023

- Successfully managed and organized over 10,000 patient medical records, ensuring accurate and efficient retrieval of information for healthcare providers.
- Implemented a new electronic filing system, reducing record retrieval time by 35% and significantly improving overall workflow efficiency.
- Trained and supervised a team of 5 new medical records clerks, increasing department productivity by 25%.
- Conducted regular audits of medical records, resulting in a 95% compliance rate with NorthShore University HealthSystem and HIPAA regulations.

Certificates

Certified Electronic Health Records Specialist (CEHRS)

Jun 2022

Registered Health Information Technician (RHIT)

Oct 2020

Memberships