Janelle Cervantes

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My Key Qualifications

- **High-volume healthcare data entry** at Banner Medical Group, ongoing since June 2025.
- Enters patient demographics, insurance details, and referral data in **Epic and billing systems** for multiple outpatient clinics.
- Accuracy track record: averages **185 records per day at a sub-1.2% monthly error rate**, following standard operating procedures.
- Cut supervisor-returned corrections from 7 per month to 2 using **Excel tracking logs and dual-monitor** document review.
- Handles confidential patient information under **HIPAA** and established document retention procedures, working from scanned intake packets.
- Types **52 WPM** with hands-on medical terminology and health information systems coursework from a BS in Health Care Coordination.
- Audited insurance and referral forms in a class project, finding **41 issues across 150 records** before system entry.

Experience

Data Entry Clerk I — **Banner Medical Group**, an Arizona physician group and outpatient care network

Jun 2025 – Present · 1 yr 5 mos

- Processed daily patient and insurance record updates for multiple outpatient clinics, averaging 185 records per day while staying below a 1.2% monthly error rate.
- Validated every entry against intake forms, insurance cards, and explanation of benefits documents before final save, following standard operating procedures and maintaining HIPAA-compliant handling of confidential records.
- Reduced supervisor-returned corrections from 7 per month to 2 by using Excel tracking logs and side-by-side review on a dual-monitor setup to compare source documents with EHR records.
- Helped the team clear a referral backlog during a provider onboarding period, entering 640 referral-related records over 5 business days by prioritizing complete files and flagging missing fields for same-day follow-up with the team lead.
- Reviewed records for missing or inconsistent information, completed duplicate checks, and escalated exceptions to a team lead.

Education

- **Arizona State University** — Bachelor of Science in Health Care Coordination · 2021 – 2025

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Projects

- **Clinic Records Digitization Review**
  Reviewed and indexed scanned patient intake packets for a campus clinic, building a standardized Excel log and file-naming process. Cut average document retrieval time from 6 minutes to 2 minutes during staff testing.
  Tech: Microsoft Excel, PDF documents, document imaging, Microsoft Outlook
- **Insurance Form Accuracy Audit**
  Audited a sample set of insurance and referral forms in a health information management class, checking for missing fields, duplicate entries, and formatting issues before system entry. Found 41 issues across 150 records in the final audit set.
  Tech: Microsoft Excel, Microsoft Word, medical terminology

Skills

- **Data Entry & Records:** Data Entry, Record Verification, Epic, HIPAA
- **Software:** Microsoft Excel, Microsoft Word, Microsoft Outlook
- **Healthcare Knowledge:** Medical Terminology

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