

Melissa Smith

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Professional Summary

Accomplished healthcare professional with over 5 years of experience in newborn screening, eligibility, and healthcare administration. Associate of Science in HIT (Letter of Completion & Registry Eligible) with a strong background in public health along with proven expertise in maintaining high-integrity databases for the Oklahoma State Department of Health and navigating complex EHR systems including Epic and Orchard. Specialized in clinical data management, HIPAA-compliant record maintenance, and cross-functional collaboration within high-volume hospital environments.

Technical Skills

- **Systems:** OrchardEHR, EpicEHR, REDCap Survey Building/Research, 3M Encoder, Neometrics, ApplicationXtender, MEDS
- **Clinical Knowledge:** ICD-10-CM, CPT Coding, Medical Terminology, Anatomy & Physiology
- **Data Management:** Clinical Data Entry, Records Archival, Release of Information (ROI) compliance
- **Compliance:** HIPAA Compliance, Confidential Record Maintenance, State Health Regulations

Personal Experience

Newborn Screening Family Support Resource & Consultant

Oklahoma State Department of Health - Oklahoma City, OK
January 2024 to Present (Full-time – 40 hours)

- Maintain confidential records of Newborns and families in compliance with Oklahoma State regulations.
- Execute data entry into the NeometricsEHR and REDCap Survey database.
- Provide connections for families with early intervention, support services, and peer-to-peer interactions for both Hearing Loss and Congenital Disorders.
- Supported the Oklahoma Birth Defects Registry (OBDR) archival process by scanning and digitizing paper abstracts for the ApplicationXtender system.
- Provided requested resources and perform data cleaning with quality control checks for Oklahoma Lead Prevention Program for Adults (ABLES).

Registrar

OU Children's Hospital (ER) - Oklahoma City, OK
May 2025 to August 2025 (Part-time – 24 hours)

- Facilitated patient intake in the Pediatric ER, ensuring all registrar charts were completed and accurate via Epic EHR.

- Verify insurance via OneSource and Experian while collecting patient liability amounts for ER visits and Direct Admits.
- Obtained necessary signatures for treatments and manage Release of Information (ROI) protocols.

Community Health Worker

LA County Dept. of Health Services - LA General USC Hospital
June 2023 to November 2023 (Full-time – 40 hours)

- Coordinated social service referrals for hospital outpatients and documented all clinical services in Orchid EHR.
- Conducted patient interviews via phone or in-person to facilitate access to healthcare resources.

Eligibility Worker I & II

LA County Dept. of Public Social Services - Lancaster, CA
December 2020 to June 2023 (Full-time – 40 hours)

- Managed a caseload of 200 clients, utilizing the California Medi-Cal Eligibility Data System (MEDS) to verify income and program eligibility.
- Helped interviewees understand rights and responsibilities, referred to cases for potential Welfare Fraud.
- Utilized California statewide Medi-Cal Eligibility Data System (MEDS) to verify all income (ex. SSI, Wages), as well as California Child Support system to verify support income.

Education

Associate of Science in Health Information Technology (HIT)
Letter of Completion & Registry Eligible [January 2025]
CBD College - Los Angeles, CA
April 2023 to January 2025

Associate of Applied Science Healthcare Administration
Eastern Gateway Community College - Steubenville, OH
January 2021 to December 2022

Vocational Diploma in Medical Billing & Coding
Everest College - Gardena, CA
November 2010 to November 2011

Certificates & Development

- HIPAA Compliance Training – Oklahoma State Department of Health, 2025
- OSDH Project Management Practitioner - Oklahoma State Department of Health, 2025
- Leadership Ethics – Oklahoma State Department of Health - LinkedIn Learning, 2025
- Professionalism in Allied Health – MedCerts via Coursera, 2025
- Medical Billing and Coding Fundamentals Specialization – MedCerts via Coursera, 2025
- Google AI Essentials Specialization – Google, 2025
- Previously student affiliated with AHIMA (2024-2025)