



SHANEL NAOUM

EDUCATION

Palmer College Of Chiropractic, Port Orange, FL 12/2021
Doctorate of Chiropractic Degree

University Of North Florida, Jacksonville, FL 05/2018
Bachelor of Science in Health: Minor in Health Education

WORK HISTORY

Client Care Specialist | FYZICAL Therapy & Balance Centers - JACKSONVILLE, FL
03/2015 - 09/2018

- Provided information and referrals to community partners and other treatment providers.
- Acted as a liaison between Doctor and patient to schedule future appointments and assist any patient needs.
- Provided administrative support to physicians and interpret medical reports and data to adding ICD-10 codes; entering diagnosis codes into billing software.
- Responded to all patient inquiries and asked appropriate questions to facilitate resolution.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain patient satisfaction.
- Tracking and reporting progress in multiple CMR systems.
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
- Educated potential patients on available services and processes to engage in treatment.

Medical Scribe | Angel Care Pediatrics - JACKSONVILLE, FL 06/2016 - 02/2017

- Facilitating communication between Physician and patients.
- Maintain prompt and organized responses in a high stress environment.
- Implemented new coding procedures that reduced mistakes and simplified processes.
- Developed advanced proficiency in management software.
- Attended patient appointments and wrote narrative account of events using proper abbreviations, grammar and spelling.
- Scanned and filed medical records in alphabetical order to maintain organized and up-to-date filing system.
- Processed insurance company denials by auditing patient files, researching procedures and diagnostic codes to determine proper reimbursement.
- Verified signatures and checked medical charts for accuracy and completion.
- Guarded against fraud and abuse by verifying all coded data accurately reflected services provided.

PROFESSIONAL INVOLVEMENT

- Palmer College of Chiropractic, Florida Campus
-Hands on student Intern
- Preceptorship in Personal Injury Chiropractic Clinic
-Hands on student intern

PROFESSIONAL ASSOCIATIONS

Palmer Student Alumni Foundation (PSAF)
World Congress of Chiropractic Students (WCCS) Florida
Chiropractic Association (FCA)
Women of Chiropractic

ELECTIVES

Instrumented Assisted Soft Tissue (IASTM) Elective
Trigger Point Elective
Flexion Distraction Elective
Activator Elective
Thompson Drop Technique Elective
Gonstead Elective

CLUBS

Applied Kinesiology (AK) Club
Clinical Nutrition Club
Pediatrics Club
Neurology Club
Motion Palpation Club
Active Rehab Club

SKILLS

- Service recommendations
- Quality assurance
- First Aid/CPR
- Patient Care and Counseling
- Insurance Experience
- Treatment plan development
- Case management
- Health Risk Assessments

LANGUAGES

- English
- Arabic