

John Hardcastle

P.O. Box 261237 ~ Lakewood, CO 80226 ~ 303-887-8582 ~
johnhardcastle@comcast.net

Objective

Obtain a position to utilize administrative, organizational, team building and customer service skills.

Profile

Motivated, very personable yet professional, very organized and able to work very well under pressure with a successful 15+ year track record of administrative and financial experience. I have a "knack" for mastering technology. Have worked with a number of software programs such as Quicken, QuickBooks, Microsoft software, select Media software used for assemblies and EMR software (Pulse, Allscripts & Avimark). Accustomed to handling sensitive, confidential records. Demonstrate a history of producing accurate, timely reports and team building skills.

Skills Summary

Report Preparation	Computer Savvy	Customer Service
Accounting/Bookkeeping	Written Correspondence	Scheduling
General Office Skills	Professional Presentations	Team Builder

Professional Experience

VETERINARY HOSPITAL PRACTICE MANAGER

- ◆ Managed Staff (10 to 13 employees)
- ◆ Managed all HR functions for practice
- ◆ Maintained the following of all Policy and Procedures
- ◆ Maintained all IT issues and problems within the office
- ◆ Interviewed all prospective employees and handled disciplinary action
- ◆ Coordinated office staff/practitioner meetings
- ◆ Managed patient complaints or issues

MEDICAL SPECIALTY OFFICE MANAGER

- ◆ Managed Staff for two office locations (9 to 10 employees)
- ◆ Coordinated and reported all hourly staff for payroll processing
- ◆ Maintained the following of all Policy and Procedures
- ◆ Worked closely with the EMR/IT manager to maintain all medical records
- ◆ Maintained and help trained staff on EMR (Electronic Medical Records)
- ◆ Maintained all IT issues and problems within the office
- ◆ Interviewed all prospective employees and handled disciplinary action
- ◆ Coordinated office staff/practitioner meetings
- ◆ Managed patient complaints or issues

- ◆ Worked closely with the physicians to maintain relationships with 2 hospitals and surgery centers

MEDICAL OFFICE SUPERVISOR

- ◆ Supervised Staff (9 to 10 employees)
- ◆ Coordinated all hourly staff for payroll processing
- ◆ Established a Policy and Procedure Manual
- ◆ Project Manager for implementing EMR system
- ◆ Set up and trained staff on EMR (Electronic Medical Records)
- ◆ Maintained all email accounts and passwords
- ◆ Maintained all IT issues and problems within the practice
- ◆ Posted job ads/hired and fired employees/handled disciplinary action
- ◆ Coordinated office staff/practitioner meetings
- ◆ Managed patient complaints or issues
- ◆ Maintained all deposits and processed monies paid to practice
- ◆ Posted monies to bank accounts, electronically and in-branch
- ◆ Helped Manage PCMH Medical Home
- ◆ Managed the process to reach Meaningful Use
- ◆ Worked closely with the Billing Manager for Billing Purposes
- ◆ Pulled and filed patient charts for doctors
- ◆ Responsible for filling in for front off staff
- ◆ Brought organization to the Clinic

PRACTICE ADMINISTRATION/MANAGEMENT

- ◆ Established the use of electronic use in the practice (calendar, invoices, scanning records and billing)
- ◆ Implemented the record keeping in QuickBooks
- ◆ Posted monies on patients accounts
- ◆ Payroll and Accounts Payable

Employment History

GoldenView Veterinary Hospital
Practice Manager, September 2013-Present

Details Investigation and Bail Bonds
Office Manager, February 2013-August 2013

Rocky Mountain Gastroenterology Associates
Office Manager, August 2012-February 2013

Lakewood Family Medicine - Lakewood, CO
Office Supervisor, December 2010-May 2012

Education

Clearwater Christian College - Clearwater, FL

Baptist Bible College - Springfield, MO

Computer Skills

Microsoft Word

Microsoft Excel

Microsoft Access

Microsoft Outlook

Microsoft PowerPoint

Microsoft Publisher

Microsoft Works

Quicken

Quickbooks Professional

Allscripts PM and EMR

Pulse Pro and Dashboard

Ntierprise Patient Management

Host Gator (Email)

Avimark Veterinary Software

**Reference Available on Request