

Resume & Cover Letter Writing

Health Information Technology / Medical Records

Career Services
Coulter 110
315-498-2585
calcenter@sunyocc.edu
purplebriefcase.com/sunyocc

Getting Started

- **Use this guide to plan a draft of your resume & cover letter**
 - Follow the sections to learn about what to include on your resume / cover letter and how to present the information
- **Use the examples in this packet as a guide**
 - Do not copy the examples from the packet onto your resume / cover letter
 - Write your resume / cover letter in your own words
- **Come to Career Services for a Resume / Cover Letter Critique**
 - Bring an electronic copy of your draft completed in an MS Word document (NOT a template)
 - Have the file easily accessible on a flash drive or in your email

Table of Contents

<i>Resume Writing</i>	<i>Pages 1 - 18</i>
Resume Formatting & Writing Tips	1 - 2
Basic Formatting Instructions - Page Margins, Paragraph Spacing	3
Resume Sections	4
Basic Resume Outline - One Section "Experience"	5
Basic Resume Outline - Two Sections "Relevant Experience & Other Experience"	6
Contact Information	7
Education	7 - 8
Honors & Awards	8 - 9
Professional Membership / Affiliation	9
Relevant Coursework	10
Relevant Skills & Knowledge	11 - 12
Other Skills	12
Listing Your Experience - One Section "Experience"	13
Listing Your Experience - Two Sections "Relevant Experience & Other Experience"	14
Writing Position Descriptions	15
Actions Verbs to Use When Writing Position Descriptions	16
Resume Sample 1	17
Resume Sample 2	18
<i>Cover Letter Writing</i>	<i>Pages 19 - 24</i>
Cover Letter Format and Sections	19
Cover Letter Writing Tips	19 - 20
Cover Letter - Introduction Paragraph	20
Cover Letter - Body Paragraphs	21
Cover Letter - Closing Paragraph	22
Cover Letter Sample	23 - 24
<i>Reference List</i>	<i>Pages 25 - 26</i>
Reference List - Format	25
Reference List - Tips	25 - 26
Reference List - Example	26

Resume Formatting & Writing Tips

- **Do not use a resume template.**
 - You won't stand out from the crowd.
 - Templates are impossible to edit.
 - Usually not a good fit for a student's experience and skills.
 - **Single space the entire document.**
 - MS Word does not default to single spacing.
 - Use the paragraph tool to change it (see page 3).
 - **Use appropriate margin sizes** (see page 3).
 - 1.0"
 - .75"
 - .50"
 - **Use conservative fonts in the appropriate size.**
 - Cambria (11pt)
 - Calibri (11pt)
 - Times New Roman (11pt)
 - Garamond (11pt)
 - Arial (10pt)
 - Tahoma (10pt)
 - **Use a consistent format when:**
 - Indenting information
 - Bolding / underlining section headings
 - 1/2017 or January 2017
 - NY or New York
 - Use a dash or the word "to"
 - 8/2015 - 10/2016 or 8/2015 to 10/2016
 - **Use bullets, not paragraphs.**
 - Bullets are easy to skim
 - Paragraphs will be skipped over
 - **All experience counts!**
 - Paid Work
 - Internships
 - Volunteering
 - Service-Learning
 - Leadership Roles
 - Athletics
 - Student Government
 - Clubs & Organizations
 - **For each position:**
 - Include:**
 - Job Title
 - Start / End Dates (month/year, year only or season)
 - Name of Organization
 - Organization's City, State or City, Country (if international)
 - Do not include:**
 - Street Address
 - Name of Supervisor
 - Zip Code
 - Reason for Leaving
 - Phone Number
-

- **Write your descriptions in your own words:**
 - Do not copy and paste the position description from your organization's website or your hiring paperwork.
 - Write a description in your own words of what your position entails and what you have accomplished.

 - **Use the correct tense:**
 - Present Tense = positions you currently hold
 - Past Tense = positions you no longer hold

 - **List information in each section in reverse chronological order.**
 - Most recently started first, then work backwards in time.

 - **Do not include personal information such as:**
 - Social Security Number
 - Date of Birth
 - Marital Status / Family Status
 - Photos

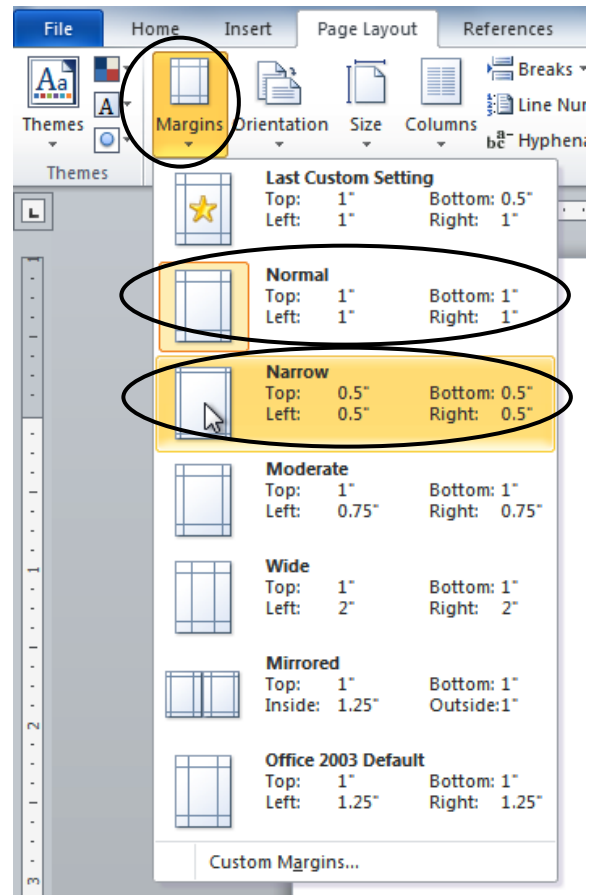
 - **Avoid using too many pages.**
 - 1 page is best
 - Have 2 pages? Check these common issues:
 - Formatting - spacing, margins, header/footer
 - Font size
 - Irrelevant information

 - **Proofread**
 - Your resume is the first impression you will make on the reader **and** must be 100% error free!
 - Don't rely on spell check / grammar check. You will not see small mistakes you have made.
 - Have your resume reviewed by a career professional before you submit it.
-

Basic Formatting Instructions

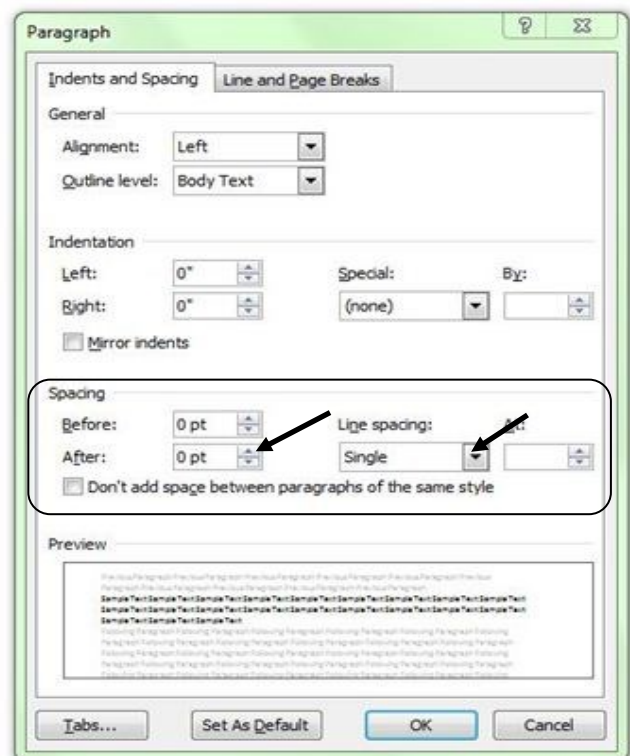
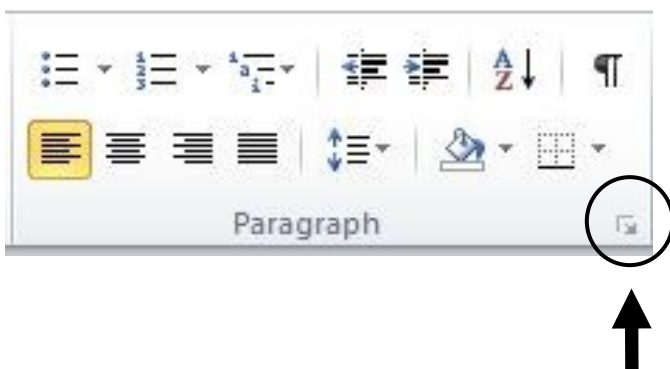
Page Margins

- The **standard margins** in a new MS Word doc are:
“Normal” Top 1” Bottom 1”
 Left 1” Right 1”
- Your margins should be no smaller than:
“Narrow” Top .5” Bottom .5”
 Left .5” Right .5”
- Change your margins by:
 1. Click the Page Layout tab.
 2. Click the Margins button.
 3. Choose your margin size.



Spacing

- Your resume should be single spaced.
- If your default line spacing is not single spaced, adjust it using the Paragraph box.
- Change:
 - Spacing: Before 0 pt, After 0 pt
 - Line spacing: single



Resume Sections

Standard Sections

- Contact Information
- Education
- Experience
- Technical / Computer Skills
- Professional Affiliations

Optional Sections

- Relevant Coursework
 - Skills & Knowledge
 - Honors & Awards
 - Foreign Language Skills
 - Licenses & Certifications
 - Other Skills
 - Professional Profile / Summary (*if you have 10+ years experience or are changing careers*)
 - Or any section you need to highlight a specific skill or experience that is related to the position you are applying for
-

Basic Resume Outline - One Section “Experience”

- This is a general resume outline, and should be used as a guide to organize your resume.
- You may or may not have information to include in every section listed.
- Feel free to use a different format or include other relevant information on your resume.
- See the following pages for detailed explanations and examples.

Name

Contact Information

Education

Degree, Major

School Name, City, State

Expected Graduation or Graduation Date: Month Year

Honors & Awards (optional section)

- Name of Award/Honor, Organization Name, Date Received
- Name of Award/Honor, Organization Name, Date Received
- Name of Award/Honor, Organization Name, Date Received

Relevant Coursework (optional section)

- Full name of course
- Full name of course
- Full name of course
- Full name of course

Professional Affiliations

- Name of professional organization
- Name of professional organization
- Name of professional organization

Experience

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Computer / Technical Skills

- Name of Software
- Name of Software
- Name of Software

Other Skills (optional section)

- Foreign Language Spoken
-

Basic Resume Outline - Two Sections “Relevant Experience & Other Experience”

- This is a general resume outline, and should be used as a guide to organize your resume.
- You may or may not have information to include in every section listed.
- Feel free to use a different format or include other relevant information on your resume.
- See the following pages for detailed explanations and examples.

Name

Contact Information

Education

Degree, Major

School Name, City, State

Expected Graduation or Graduation Date: Month Year

Honors & Awards (optional section)

- Name of Award/Honor, Organization Name, Date Received
- Name of Award/Honor, Organization Name, Date Received

Relevant Coursework (optional section)

- Full name of course
- Full name of course
- Full name of course
- Full name of course

Professional Affiliations

- Name of professional organization
- Name of professional organization
- Name of professional organization

Relevant Experience

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Other Experience

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments (optional)

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments (optional)

Computer Skills

- Name of Software
- Name of Software
- Name of Software

Other Skills (optional section)

- Foreign Language Spoken
- Other Relevant Skill

Contact Information

Contact Information Formats

Name
Email, Phone Number

Name
 Mailing Address, City, State Zip
 Email, Phone Number

Contact Information Section Tips

- Mailing address is optional.
- List a professional email address that you check on a regular basis.
- List a phone number where you can receive calls & voicemail messages.

Contact Information Examples

Vanessa G. Mitchell
 vanessamitchell@gmail.com • 315-539-5493

Steven Jones
 15 Smith Lane, Syracuse, NY 13204
 315-468-8952 • sjones@yahoo.com

Education

Education Formats

Degree, Major
 School Name, City, State
 Expected Graduation Date: month/year

School Name, City, State Date Started - Present
 Degree, Major

Degree, Major, School Name, City, State Month/Year of Graduation

Education Section Tips

- List in reverse chronological order - most recent started/received, working backwards in time.
 - Listing high school information on your resume is optional.
 - Only include if you graduated less than 3 years ago.
 - List the correct degree type (A.A.S.) and the correct major (do not abbreviate).
 - If you have attended more than one college:
 - List information for each college - even if you did not complete a degree.
 - Include college courses completed while in high school.
 - If you have completed your degree, include the phrase, "RHIT Eligible".
 - Only include GPAs of 3.0 or higher.
-

Education Examples

Degree Completed - RHIT Eligible

AAS, Health Information Technology / Medical Records
 Onondaga Community College, Syracuse, NY
 May 2017
 RHIT Eligible

Degree in Progress

AAS, Health Information Technology / Medical Records
 Onondaga Community College, Syracuse, NY
 Expected Graduation Date: May 2018

Two Colleges

AAS, Health Information Technology / Medical Records
 Onondaga Community College, Syracuse, NY
 Expected: May 2018

BA, Communications
 Oswego State University, Oswego, NY
 Completed: May 2014

Honors & Awards *(optional section)*

Honors & Awards Format

Award Name, Organization Who Gave It, Month/Year Received

Honors & Awards Tips

- List in reverse chronological order - most recently received, working backwards in time.
 - Include honors that reflect academic achievements and/or work / internship / volunteer achievements.
 - Check the physical award for details - no details? Do not list the award.
 - Mix academic & other awards together or list in separate sections.
 - Examples of Academic Honors at Onondaga Community College include:
 - Merit Based Scholarships
 - Provost's / President's List
 - Academic Department Student Awards
 - Special Population Program Awards (i.e., EOP, CSTEP, etc.)
 - Phi Theta Kappa National Honor Society
 - National Society of Leadership & Success
 - SUNY Chancellor's Awards
-

Honors & Awards Examples

Academic Achievements:

- National Society of Leadership & Success, Spring 2016 - Present
- Mary M. Smith Memorial Scholarship, Fall 2016
- Most Improved Student Award, EOP Program, Onondaga Community College, Fall 2016

Other Achievements:

- Perfect Attendance 2016, Target Corporation, January 2017
- Intern of the Month, ABC Company, November 2016

Achievements

- **Phi Theta Kappa Honor Society**, Onondaga Community College, Fall 2016 - Present
- **Perfect Attendance Award for 2015**, Target Corporation, January 2016
- **Academic Achievement Award**, Biology Department, Onondaga Community College, December 2015
- **Intern of the Month**, ABC Company, November 2015
- **Mary M. Smith Memorial Scholarship**, Fall 2015
- **President's List**, Onondaga Community College, Spring 2015

Professional Membership / Affiliation *(recommended section)*

Professional Membership / Affiliation Formats

- Name of professional organization
- Name of professional organization
- Name of professional organization

- Your status, name of professional organization
- Your status, name of professional organization
- Your status, name of professional organization

Professional Membership / Affiliation Tips

- List your membership in any professional organizations related to your career
- Optional - include your status in the organization (i.e., Student Member, Member, etc.)
- Write out the full name of the organization - include the abbreviation in parentheses

Professional Memberships / Affiliations Examples

- American Health Information Management Association (AHIMA)
- New York Health Information Management Association (NYHIMA)
- Central New York Health Information Management Association (CNYHIMA)

Student Member:

- American Health Information Management Association (AHIMA)
 - New York Health Information Management Association (NYHIMA)
 - New York Health Information Management Association (CNYHIMA)
-

Relevant Coursework *(recommended section)*

Relevant Coursework Formats

Name of Course (in progress)	Name of Course
Name of Course (in progress)	Name of Course
Name of Course	Name of Course
Name of Course	Name of Course

Name of Course Name of Course Name of Course Name of Course Name of Course Name of Course

Name of Course
Name of Course
Name of Course
Name of Course
Name of Course
Name of Course

Relevant Coursework Tips

- List 4-6 courses that are related to the position you are applying for.
- Include the most relevant coursework you have completed or that you are currently taking.
 - Note courses you are currently taking with (in progress) or (semester & year).
- List the course name, not the course number (ie. Legal Aspects of Health Information not HIT 102).
- Do not abbreviate the course name - list the official name as it appears in the college catalog / website.

Relevant Coursework Examples

Health Information Systems in Non-Hospital Settings (in progress)
Coding & Classification Systems I (in progress)
Anatomy & Physiology I & II (II in progress)
Medical Terminology
Legal Aspects of Health Information Technology
Introduction to Health Information Technology

ICD-10-CM/PCS	Health Statistics & Data Analysis
Healthcare Reimbursement	Legal Aspects of Health Information Technology
Coding & Classification Systems I	Management of Health Information Service
Medical Terminology	Health Information Systems in Non-Hospital Settings

Health Information Systems in Non-Hospital Settings (in progress) Coding & Classification Systems I (in progress) Anatomy & Physiology I & II (II in progress) Medical Terminology Legal Aspects of Health Information Technology Introduction to Health Information Technology

Relevant Skills / Knowledge *(recommended section)*

Relevant Skills / Knowledge Formats

Name of Course Description of skills / knowledge gained	Skill / Knowledge
Name of Course Description of skills / knowledge gained	Skill / Knowledge
Name of Course Description of skills / knowledge gained	Skill / Knowledge
Name of Course Description of skills / knowledge gained	Skill / Knowledge
Name of Course Description of skills / knowledge gained	Skill / Knowledge

Relevant Skills / Knowledge Tips

- Use this section as a stand alone, or in combination with the Relevant Coursework section (see previous page).
- List skills & knowledge that are relevant to the position you are applying for.
- Skills & knowledge can come from:
 - College coursework
 - Other training
 - Experiences including: professional practice, on the job, internships, volunteer / community service, leadership roles.
- List the name of the course and the associated skills / knowledge.
OR
List just the skill or knowledge (do not associate it with a course).
- Include software and practices you are proficient in.
- Write the description of the skills/knowledge gained in your own words.
- Do not list soft skills (i.e., team player, interpersonal communication, multi-tasking, organization).

Relevant Skills / Knowledge Examples

Knowledge & Skills

Introduction to Health Information Technology

- Familiar with electronic information systems utilized in hospitals and physician's offices.
- Experience evaluating healthcare documentation against regulatory, accreditation and facility specific standards.

Legal Aspects of Health Information

- Gained an understanding of the legal aspects of maintaining and releasing health care information including: federal & state regulations, authorizations & consents, release of information and risk management.

Medical Terminology

- Working knowledge of medical terms including pathology, radiology and pharmacology specialties.
-

Knowledge & Skills

- Familiar with 10th Revision of the International Classification of Diseases (ICD-10-CM/PCS)
- Working knowledge of medical terminology
- Understanding of the legal aspects of maintaining and releasing health care information
- Educated in healthcare reimbursement including case-mix groups
- Skilled in the review of healthcare records for completeness and accuracy
- Basic knowledge of risk management and corporate compliance
- Understanding of the collection, analysis, and display of healthcare statistics
- Familiar with the development, use and maintenance of electronic medical records, including EPIC
- Proficient in MS Word, PowerPoint, Excel

Relevant Coursework & Knowledge**Introduction to Health Information Technology**

- Familiar with electronic information systems utilized in hospitals and physician's offices.
- Experience evaluating healthcare documentation against regulatory, accreditation and facility specific standards.

Legal Aspects of Health Information

- Gained an understanding of the legal aspects of maintaining and releasing health care information including: federal & state regulations, authorizations & consents, release of information and risk management.

Medical Terminology

- Working knowledge of medical terms including pathology, radiology and pharmacology specialties.

Other Skills *(recommended section)***Relevant Skills / Knowledge Formats**

Skill, Skill, Skill, Skill, Skill

Category:	Category:
Skill	Skill
Skill	Skill

Other Skills Tips

- Include this section if you did not include computer, language or other relevant skills as part of your relevant skills & knowledge section (see previous page)
- **Computer Skills:**
 - List the computer software you are proficient/skilled in
 - Only list MS Office if you are proficient in all the included programs (ie. Word, PowerPoint, Excel, Access, Outlook, Publisher)
 - Include other technical information (ie. operating systems, advanced software / skills, etc.)
- **Language Skills:**
 - List any foreign languages you are fluent in or can read / write / understand / converse in

Other Skills Examples**Computer Skills:**

MS Word, PowerPoint, Excel

Language Skills:

Fluent in English, Arabic

Computer Skills:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Typing 45 WPM

Technical Skills

- Health Information Management: EPIC, ICD-10CM / PCS
- Office Productivity: MS Word, Excel, PowerPoint, Publisher
- Desktop Publishing: Adobe Photoshop
- Webpage Design: Adobe Dreamweaver
- Operating Systems: Windows & IOS

Listing Your Experience - One Section “Experience”

Format

EXPERIENCE

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description
- Detailed Description
- Detailed Description

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description
- Detailed Description
- Detailed Description

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description
- Detailed Description

Tips

- Best when:
 - You have a variety of experiences that do not directly correspond to the position you are applying for
 - There is no need to highlight anything specific
- All experience is listed together:
 - Paid Jobs
 - Internships
 - Volunteer / Community Service
 - Leadership Roles in:
 - On & off campus clubs & organizations
 - Student government
 - Athletics
- Include a detailed description of:
 - Job duties & tasks
 - Skills used to be successful
 - Accomplishments

See page 15

Example (see pages 19 - 20 for additional examples)

Jessica Mitchell

jmittell@gmail.com, 315-637-9986

EDUCATION

Associate of Applied Science, Health Information Technology / Medical Records

Onondaga Community College, Syracuse, NY

Anticipated: May 2018

EXPERIENCE

Guest Services Representative, Worldwide Health and Fitness, Dewitt, NY

January 2015 to Present

- Independently manage all operations at the Guest Services Desk.
- Assist members with questions regarding their accounts, create and upgrade accounts, and independently resolve any customer billing and payment issues.
- Create a welcoming atmosphere by enthusiastically meeting and greeting existing, new and prospective members.
- Contribute to monthly sales goals and quotas by promoting new services and class offerings.
- Manage weekly schedules for six personal trainers utilizing Microsoft Outlook.

Volunteer, ESL Mentoring Program, Onondaga Community College, Syracuse, NY

August 2015 to May 2016

- Volunteered weekly to assist an English Second Language student practice English language skills.
- Planned topics and guide the weekly conversations to ensure the meetings are productive.
- Provided student with constructive feedback and tips for improving English language skills.

Technology Assistant, Onondaga Community College, Syracuse, NY

September 2014 to May 2016

- Began as a Technology Aide and was promoted to current position after three months.
- Oversee the daily performance of computers in the Coulter Computer Lab.
- Answer student user questions regarding computer software or hardware operation and resolve problems.

Format**RELEVANT EXPERIENCE**

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description
- Detailed Description

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description
- Detailed Description

OTHER EXPERIENCE

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description (*optional*)
- Detailed Description (*optional*)

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description (*optional*)
- Detailed Description (*optional*)

Tips

- **Best when:**
 - You have a variety of experiences
 - Some of your experience is directly related to the position you are applying for
 - You want to highlight the directly related experience
- **Relevant Experience Section**
 - Relevant / related experience only
 - All relevant / related experience is listed together
 - Volunteer / Community Service
 - Professional Practice
 - Paid Jobs
 - Participation / Leadership Roles in:
 - On & off campus clubs & organizations (ex. HIT Club)
 - Student government
 - Athletics
 - Include a detailed description of
 - Job duties & tasks
 - Skills used to be successful
 - Accomplishments
- **Other Experience Section**
 - Irrelevant / unrelated experience only
 - Description is optional

See page 15

Example (see pages 19 - 20 for additional examples)**Jessica Mitchell**

jmitchell@gmail.com, 315-637-9986

EDUCATION**AAS, Health Information Technology / Medical Records****May 2017**

Onondaga Community College, Syracuse, NY

RHIT Eligible

RELATED EXPERIENCE**Professional Practice**, Cortland Regional Medical Center**April 2017**

- Accurately coded inpatient and outpatient medical records utilizing ICD-10CM & ICD-10PCS.
- Scanned paper medical records into MEDITECH electronic health record system.

Volunteer, Health Information Management Department, Crouse Hospital**January 2017 to March 2017**

- Assisted Health Information Management staff with a large scale project.
- Purged, labeled and organized paper medical records for long term storage.

Secretary, Health Information Technology Club, Onondaga Community College**August 2016 to May 2017**

- Recorded HIT Club minutes at bi-weekly meetings and distributed via email to all Club members in a timely fashion.

OTHER EXPERIENCE**Guest Services Representative**, Worldwide Health and Fitness, Dewitt, NY**January 2015 to Present****Volunteer**, ESL Mentoring Program, Onondaga Community College, Syracuse, NY**August 2015 to May 2016****Technology Assistant**, Onondaga Community College, Syracuse, NY**September 2014 to May 2016**

Writing Position Descriptions

Position Description Writing Format

Write your position descriptions using this basic formula:

Action verb
+
Task
+
Result (when possible)

Position Description Writing Tips

- Write position descriptions that talk about:
 - Position duties & tasks
 - The transferrable skills you used to be successful (i.e., teamwork, communication, organization, etc.)
 - What you accomplished in the position
 - How you made a difference to the company, customers, co-workers, etc.
- Writing about your accomplishments
 - Accomplishments come in many forms.
 - Think outside the box ...
 - Did you contribute to keeping customers happy?
 - Were you promoted after only X months in the role?
 - Did you start as a temp / seasonal employee and get hired on?
 - Were you cross-trained in different areas / departments / jobs?
 - Were you the “go-to” person for something on your team?
 - Did you train new employees?
 - Were you trusted to handle something important or above your job title / position / paygrade?
 - Were you successful in reaching set goals / quotas?

Position Description Writing Examples

Do Not Say

- Greeted customers
- Register
- Shelved items
- Customer service

Do Say

- Greeted all customers at the register with a friendly smile.
 - Accurately and quickly processed customer orders.
 - Efficiently returned unwanted items to the correct place on the sales floor in a timely fashion.
 - Frequently recognized by customers for providing excellent customer service.
-

Action Verbs To Use When Writing Position Descriptions

<u>Communication Skills</u>	Resolved	Integrated	Diagnosed	Increased	Provided	Conducted
Addressed	Responded	Introduced	Educated	Initiated	Purchased	Coordinated
Advertised	Solicited	Invented	Encouraged	Inspected	Recorded	Critiqued
Arbitrated	Specified	Modeled	Ensured	Instituted	Registered	Developed
Arranged	Spoke	Modified	Expedited	Led	Reserved	Enabled
Articulated	Suggested	Originated	Facilitated	Managed	Responded	Encouraged
Authored	Summarized	Performed	Familiarized	Merged	Reviewed	Evaluated
Clarified	Synthesized	Photographed	Furthered	Motivated	Routed	Explained
Collaborated	Translated	Planned	Guided	Navigated	Scheduled	Facilitated
Communicated	Wrote	Revitalized	Helped	Organized	Screened	Focused
Composed		Shaped	Insured	Originated	Submitted	Guided
Condensed	<u>Clerical Skills</u>	Solved	Intervened	Oversaw	Supplied	Individualized
Conferred	Approved		Motivated	Overhauled	Standardized	Informed
Consulted	Arranged	<u>Financial Skills</u>	Prevented	Oversaw	Systematized	Instilled
Contacted	Catalogued	Administered	Provided	Planned	Updated	Instructed
Conveyed	Classified	Adjusted	Referred	Presided	Validated	Motivated
Convinced	Collected	Allocated	Rehabilitated	Prioritized	Verified	Persuaded
Corresponded	Compiled	Analyzed	Represented	Produced		Set goals
Debated	Dispatched	Appraised	Resolved	Recommended	<u>Research Skills</u>	Simulated
Defined	Executed	Assessed	Simplified	Replaced	Analyzed	Stimulated
Developed	Generated	Audited	Supplied	Restored	Clarified	Taught
Directed	Implemented	Balanced	Supported	Reviewed	Collected	Trained
Discussed	Inspected	Budgeted	Volunteered	Scheduled	Compared	Tutored
Drafted	Monitored	Calculated		Secured	Conducted	
Edited	Operated	Conserved	<u>Leadership Skills</u>	Selected	Critiqued	<u>Technical Skills</u>
Elicited	Organized	Corrected	Administered	Streamlined	Detected	Adapted
Enlisted	Prepared	Determined	Analyzed	Strengthened	Determined	Applied
Explained	Processed	Developed	Appointed	Supervised	Diagnosed	Assembled
Expressed	Purchased	Estimated	Approved	Terminated	Evaluated	Built
Formulated	Recorded	Forecasted	Assigned		Examined	Calculated
Furnished	Retrieved	Managed	Attained	<u>Organizational Skills</u>	Experimented	Conserved
Incorporated	Screened	Marketed	Authorized	Approved	Explored	Constructed
Influenced	Specified	Measured	Considered	Arranged	Extracted	Converted
Interacted	Systemized	Planned	Consolidated	Catalogued	Formulated	Debugged
Interpreted	Validated	Prepared	Contracted	Categorized	Gathered	Designed
Interviewed		Programmed	Controlled	Charted	Identified	Determined
Involved	<u>Creative Skills</u>	Projected	Chaired	Classified	Inspected	Developed
Joined	Acted	Qualified	Converted	Coded	Interpreted	Devised
Judged	Adapted	Reconciled	Coordinated	Collected	Interviewed	Engineered
Lectured	Began	Reduced	Decided	Compiled	Invented	Fabricated
Marketed	Combined	Researched	Delegated	Corrected	Investigated	Installed
Mediated	Composed	Retrieved	Developed	Corresponded	Located	Maintained
Moderated	Conceptualized		Directed	Distributed	Measured	Operated
Negotiated	Condensed	<u>Helping Skills</u>	Eliminated	Executed	Organized	Overhauled
Observed	Created	Adapted	Emphasized	Filed	Reviewed	Printed
Outlined	Customized	Advocated	Enforced	Generated	Searched	Programmed
Participated	Designed	Aided	Enhanced	Incorporated	Summarized	Regulated
Persuaded	Developed	Answered	Established	Inspected	Solved	Remodeled
Presented	Directed	Assessed	Evaluated	Logged	Surveyed	Repaired
Promoted	Displayed	Assisted	Executed	Maintained	Tested	Replaced
Proposed	Drew	Clarified	Generated	Monitored		Restored
Publicized	Entertained	Coached	Handled	Obtained	<u>Teaching Skills</u>	Solved
Reconciled	Established	Collaborated	Headed	Operated	Adapted	Specialized
Recruited	Founded	Contributed	Hired	Ordered	Advised	Standardized
Referred	Illustrated	Cooperated	Hosted	Organized	Clarified	Studied
Reinforced	Initiated	Counseled	Improved	Prepared	Coached	Upgraded
Reported	Instituted	Demonstrated	Incorporated	Processed	Communicated	Utilized

Resume Sample 1

Jessica Rodriguez

jessicaodriguez12@gmail.com, 315-637-9986

EDUCATION

AAS, Health Information Technology / Medical Records
Onondaga Community College, Syracuse, NY
RHIT Eligible

May 2017

PROFESSIONAL MEMBERSHIPS

- American Health Information Management Association (AHIMA)
- New York American Health Information Management Association (NYHIMA)
- Central New York American Health Information Management Association (CNYHIMA)

RELEVANT KNOWLEDGE & SKILLS

- Working knowledge of 10th Revision of the International Classification of Diseases (ICD-10-CM/PCS)
- Familiar with relevant Medical Terminology
- Skilled in the review of healthcare records for completeness and accuracy
- Experience utilizing MEDITECH, 3M, Clintegrity 360, EPIC
- Understanding of the legal aspects of maintaining and releasing health care information
- Educated in healthcare reimbursement including case-mix groups
- Basic knowledge of risk management and corporate compliance
- Understanding of the collection, analysis, and display of healthcare statistics

RELEVANT EXPERIENCE

Professional Practice, Cortland Regional Medical Center

April 2017

- Accurately coded inpatient and outpatient medical records utilizing ICD-10CM & ICD-10PCS
- Scanned paper medical records into MEDITECH electronic health record system
- Reviewed of healthcare records for completeness and accuracy

Volunteer, Health Information Management Department, Crouse Hospital

January 2017 to March 2017

- Assisted Health Information Management staff with a large scale project
- Purged, labeled and organized paper medical records for long term storage

Secretary, Health Information Technology Club, Onondaga Community College

August 2016 to May 2017

- Recorded HIT Club minutes at bi-weekly meetings and distributed via email to all Club members in a timely fashion

OTHER EXPERIENCE

Guest Services Representative, Worldwide Health and Fitness, Dewitt, NY

January 2015 to Present

Technology Assistant, Onondaga Community College, Syracuse, NY

September 2014 to May 2016

Volunteer, ESL Mentoring Program, Onondaga Community College, Syracuse, NY

August 2015 to May 2016

OTHER SKILLS

Computer:

- MEDITECH, 3M, Clintegrity 360, EPIC
- MS Word, PowerPoint, Excel

Language:

- Fluent in English & Spanish

Resume Sample 2

STEVEN D. JONES

15 Smith Lane, Syracuse, NY 13204
315-468-8952 | s.d.jones@yahoo.com

EDUCATION

A.A.S., Health Information Technology / Medical Records, Expected: December 2017
Onondaga Community College, Syracuse, NY
RHIT Eligible

B.A., Psychology, May 2010
Oswego State University, Oswego, NY

SELECTED COURSEWORK

Management of Health Information Service (in progress)
Healthcare Reimbursement (in progress)
ICD-10-CM/PCS

Electronic Health Records
Health Statistics and Data Analysis
Pathology

PROFESSIONAL AFFILIATIONS

- Member of American Health Information Management Association (AHIMA)
- Member of New York Health Information Management Association (NYHIMA)
- Member of Central New York Health Information Management Association (CNYHIMA)
- Member and Secretary of Health Information Technology Club at Onondaga Community College
- Member of Phi Theta Kappa Honor Society

COMPUTER SKILLS

- Health Information Management: EPIC, Clintegrity 360, ICD-10-CM / PCS
- Office Productivity: Microsoft Word, Excel, PowerPoint, Typing 45 WPM

PROFESSIONAL PRACTICE EXPERIENCE

Health Information Intern, Crouse Hospital, Syracuse, NY, November 2016

- Completed a three-week, full time clinical internship in the Medical Records Department
- Fulfilled release of information requests for physicians, insurance companies and patients
- Performed quality analysis and recorded completion status of patient records for deficiencies
- Monitored reanalysis queue and electronically planned and submitted work queue assignments
- Assembled, prepared and back-scanned patient health documents
- Organized, file indexed and retrieved ER and microfilm records

RELEVANT WORK EXPERIENCE

Claims Assistant for Worker's Compensation, Triad Group, Syracuse, NY, **September 2015 to Present**

- Assist 3 Claim Adjusters and 3 Case Manage Nurses responsible for Worker's Compensation cases from a variety of industries and regions in New York State
- Assist Claim Adjusters with 3 point contacts to gather necessary information / documentation to support or controvert the claim
- Contact claimants to verify accident report information and uncover any pertinent undocumented details
- Reach out to medical providers to secure medical documentation of treatments related to the specific incident and body part
- Follow up with employers to verify employee standing with the company, issues that may have attributed to the incident
- Write a detailed case management report summarizing the information gathered for each case
- Created and consistently update a spreadsheet to track all open cases, and the pertinent information
- Input all claim information into File Handler software and generate weekly matrix reports
- Pay Worker's Compensation claims according to New York State fees and guidelines according to CPT Codes provided

Part Time Customer Service Representative, Excellus BCBS, Dewitt, NY, **May 2009 to July 2010**

- Provided each individual caller with their specific benefit information (deductible, co-payment, co-insurance, out of pocket)
- Guided callers in understanding this information, handled complaints in general, guiding them on how to handle claims appeals/complaints, providing in and out of network providers
- Provided first call resolution if possible, looked up CPT or diagnostic codes, group inquiries etc.

OTHER EXPERIENCE

Roaming Proctor, Testing Services, Onondaga Community College, **Fall 2016 to Spring 2017**

Volunteer Basketball Coach, Syracuse City Recreation Department, **2015, 2014, 2005 to 2008**

Residential Manager, Upstate Cerebral Palsy, **August 2010 to September 2015**

Cover Letter Writing

Cover Letter Format

Your Address

Date

Company Address

Dear _____,

Introduction paragraph

2-3 body paragraphs

Closing paragraph

Sincerely,
Your Name

Cover Letter Sections

1. Introduction paragraph
2. 2-3 body paragraphs
3. Closing paragraph

Cover Letter Writing Tips

- **Identify the position for which you are applying.**
 - Every cover letter needs to be tailored to the specific job description.
 - Employers can easily see when a candidate writes a generic letter, and the person may not be considered for an interview.
 - Do not use a template.
 - **Highlight/underline the most important skills, experiences, and requirements for the position.**
 - This will provide a framework for showing how you are a good fit for the job.
 - **Highlight/underline your experience, skills, education and accomplishments on your resume.**
 - This will help you to see how your background corresponds to the position.
 - **Connect the position and your background with specific examples.**
 - Focus on two to three requirements that you meet best.
 - Incorporate words from the job posting; this is part of the tailoring process.
 - Examples are important because they provide proof of your qualifications.
 - Being specific helps the reader to understand your background; do not just repeat what your resume says!
 - **Get the letter proofread, preferably by a career professional.**
 - A cover letter is a writing sample.
 - Be sure that grammar and punctuation are correct.
 - A well-written cover letter also demonstrates that you are sincerely interested in the position.
 - **Include your contact information (email and phone).**
 - Your resume and cover letter may get separated during the review process.
-

- **Keep it to 3/4 to one full page.**
 - Anything more is too long.
- **Write your letter in Business Format.**
 - See Cover Letter Format section (previous page) for details.

Section 1: Introduction Paragraph

In this section, you should write the following:

- **The position** for which you are applying.
- **How you heard about the position**
 - If someone referred you, include the individual's name (if the person gives you permission).
- **Include a bridge sentence** that transitions the introduction to the body paragraph.
 - The bridge sentence includes the two to three skills / qualifications of why you are a good fit for the position.
- **Optional:**
 - **Capture the reader's attention** in the first sentence by showing that you researched the company or highlighting some of your experience. However, this is **not** required.

Section 1: Introduction Examples

The parts of the introduction are labeled within each example for clarification:

1 = Position name and company/organization

2 = If you heard about it through a contact

3 = Bridge sentence

4 = Optional sentence to capture reader's attention

This letter is an expression of my interest in the Patient Services Representative¹ which I saw listed on the Aspen Dental corporate website. I am excited for the opportunity to utilize my customer service background, communication skills and technical abilities to provide an outstanding experience for Aspen Dental patients.³

Please accept this letter as my application for the position of Medical Records Clerk at St. Joseph's Hospital¹. I am a credentialed RHIT with strong attention to detail, outstanding organizational skills and previous administrative experience.³

Mary Smith, Office Manager in your Release of Information Office² told me of your need to find a Release of Information Specialist (ROIS).¹ She believes, as I do, that my education in Health Information Technology and 3 years medical office administrative experience and RHIT credential make me a perfect fit for this position.³

Section 2: Body Paragraphs

In this section:

- Identify how **you match** the position **requirements** (i.e., What makes you qualified?)
 - Credentialed or Credential Eligible (i.e., RHIT)
 - Education
 - Experience
 - Skills
 - Accomplishments
- Use **specific examples** to explain **how you used your skills** to:
 - Accomplish a goal
 - Make a difference
 - Achieve success
- Clearly show **how**:
 - You are a good fit for the position
 - You will directly benefit the company / organization

Remember, it is not enough to merely say you have the skills or experience required for the position! You must demonstrate it with specific examples!

Body Paragraph Examples

Student - Demonstrating strong communication and organizational skills

No: I have strong communication and organizational skills.

Yes: I have excellent oral and verbal communication skills, as well as organizational skills, which I successfully utilized as the group leader for a project in my Management of Health Information Service class at Onondaga Community College. As the group leader, I maintained constant contact with members via email and in-person and was responsible for assigning the various aspects of the project and setting deadlines. I coordinated with members to schedule meetings and ensured that the time spent together was productive. During the oral presentation portion of our project, I served as the group spokesperson, giving a PowerPoint presentation that the group developed, and led the Q&A session that followed. Ultimately, my group received an A for the project, and was the only group in the class to be awarded a grade higher than a B. As an Admissions Representative at The Centers at St. Camillus, I will use my communication and organizational skills to ensure all demographic and financial information is collected from patients and the required paperwork is completed thoroughly, accurately and on a timely basis to facilitate the routine billing and payment processes.

Student Office Aide / Receptionist - Demonstrating prior experience / accomplishments in data entry and clerical tasks

No: I have been successful in my previous position as a Student Worker / Receptionist.

Yes: As a Student Office Aide / Receptionist for the Community Care Hub at Onondaga Community College, I was responsible for providing exceptional customer service, over the phone and in person, to student, staff and faculty. I provided detailed information about available resources, assisted students with the sign in process, and accurately entered data in both the office MS Excel spreadsheet and in-house tracking system. During the office's busiest week, I efficiently handled walk-in traffic while accurately entering hundreds of student records, which were collected from an on-campus event. At Verisma Systems, Inc., I will utilize my excellent customer service and data entry skills and experience to ensure that medical record documentation is processed accurately and efficiently.

****Refer to Cover Letter example on pages 23 - 24 for additional ways to emphasize skills, experiences and education.****

Section 3: Closing Paragraph

In this section, write the following:

- Thank the reader for taking the time to review your letter.
- Summarize why you would be a good fit for the position in one sentence.
- Give your contact information (phone and email address).
- *Optional:* State if you will follow-up with the reader.

Follow up Examples

Not following up

I am confident that my organizational skills and customer experience will complement your organization's needs. Please contact me at 315-426-5789 or sarahjames@hotmail.com to arrange a personal interview where I can further explain how my skills and experience can benefit The Centers at St. Camillus. Thank you very much for your time, and I look forward to hearing from you.

Following up

With my medical record management experience and strong attention to detail, I am a strong candidate for this position. I am very interested in the Upstate University Hospital and I will contact you the week of October 9th to follow-up regarding my application. Please feel free to contact me at 585-123-5555 or mitchhunter@gmail.com. Thank you for your time and consideration.

Cover Letter Sample

Please note:

Effective cover letters should connect the job description to the candidate's experience and skills. In order to show this connection, a sample resume, job posting and cover letter have been included in the following examples.

To make the most of this example, please review both the resume and job description before reading the cover letter.

Jessica Rodriguez

jessicaodriguez12@gmail.com, 315-637-9986

EDUCATION

AAS, Health Information Technology / Medical Records

May 2017

Onondaga Community College, Syracuse, NY

RHIT Eligible

PROFESSIONAL MEMBERSHIPS

- American Health Information Management Association (AHIMA)
- New York American Health Information Management Association (NYHIMA)
- Central New York American Health Information Management Association (CNYHIMA)

RELEVANT KNOWLEDGE & SKILLS

- Working knowledge of 10th Revision of the International Classification of Diseases (ICD-10-CM/PCS)
- Familiar with relevant Medical Terminology
- Skilled in the review of healthcare records for completeness and accuracy
- Experience utilizing MEDITECH, 3M, Clintegrity 360, EPIC
- Understanding of the legal aspects of maintaining and releasing health care information
- Educated in healthcare reimbursement including case-mix groups
- Basic knowledge of risk management and corporate compliance
- Understanding of the collection, analysis, and display of healthcare statistics

RELEVANT EXPERIENCE

Professional Practice, Cortland Regional Medical Center

April 2017

- Accurately coded inpatient and outpatient medical records utilizing ICD-10CM & ICD-10PCS.
- Scanned paper medical records into EPIC electronic health record system.
- Reviewed of healthcare records for completeness and accuracy.

Volunteer, Health Information Management Department, Crouse Hospital

September 2016 to March 2017

- Assisted Health Information Management staff with a large scale medical records project.
- Purged, labeled and organized more than 4000 paper medical records for long term storage.

Secretary, Health Information Technology Club, Onondaga Community College

August 2016 to May 2017

- Recorded HIT Club minutes at bi-weekly meetings and distributed via email to all Club members in a timely fashion.

OTHER EXPERIENCE

Guest Services Representative, Worldwide Health and Fitness, Dewitt, NY

January 2015 to Present

Volunteer, ESL Mentoring Program, Onondaga Community College, Syracuse, NY

August 2015 to May 2016

Technology Assistant, Onondaga Community College, Syracuse, NY

September 2014 to May 2016

OTHER SKILLS

Computer:

- EPIC, MEDITECH, 3M, Clintegrity 360
- MS Word, PowerPoint, Excel

Language:

- Fluent in English & Spanish

Medical Record Analyst position in the Information Management & Technology Department at Upstate Medical University*Description:*

Under indirect supervision, performs medical record number merges, demographic changes and contact moves with EPIC and Chartmaxx. Facilitates and coordinates the correction of documentation errors in EPIC including but not limited to provider notes, history and problem list encounters, flowsheets, allergies, etc; Researches and validates requests submitted for any changes in patient demographic or medical record information using all electronic systems available (internally and externally) as well as paper records/microfilmed records; Prepares and sends communication notices to large email group on all corrections completed on a daily basis, Adds, modifies, moves, or deletes documents in EPIC and Chartmaxx, Performs identity medical record merges, chart corrections, contact moves, etc. in EPIC and Chartmaxx.

Requirements:

Associates degree in Health Information Management and two years of relevant medical records experience or equivalent combination of education and experience required. Excellent communication, analytical, computer and multi-tasking skills required. Previous experience with electronic medical record systems strongly preferred.

Jessica Rodriguez

jessicaodriguez12@gmail.com
315-637-9986

May 15, 2017

Ms. Darci Cook
Recruiter
Upstate University Hospital
7900 East Adams Street
Syracuse, NY 13210

Dear Ms. Cook,

I am excited to apply for the Medical Record Analyst at Upstate University Hospital. I recently completed my Associate's Degree in Health Information Technology / Medical Records, and I am RHIT eligible. I will be taking my credentialing exam early next month. I believe that my experience and skills will support Upstate University Hospital's needs.

As a Volunteer for Crouse Hospital's Health Information Management Department, I assisted the staff with a large scale medical record project. I was responsible for disassembling old patient charts, removing and shredding unessential documents, reassembling, labeling, and organizing records for long term storage. Over the course of the 6 months that I volunteered with the department 15 hours per week, I was able to accurately purge and reorganize more than 4000 medical records.

In addition to my volunteer experience, I also completed 120 hours professional practice at Cortland Regional Medical Center. In this position, I accurately coded in and out-patient medical records utilizing ICD-10/CM/PCS. I also reviewed medical documents for completeness and accuracy and entered all information into EPIC. At Upstate University Hospital, I will be able to support the needs of your Information Management & Technology Department, with strong attention to detail and a working knowledge of maintaining the quality, completeness and accuracy of medical records.

I am confident that my education, skills and experience will be a strong fit for the Medical Record Analyst position. Please contact me at 315-315-637-9986 or jessicaodriguez12@gmail.com to further discuss my qualifications. Thank you for your time and consideration in the application process.

Sincerely,

Jessica Rodriguez

Reference List

Reference List Format

Reference List Format

References of _____

Your Contact Information

Name

Position/Title (if this is how you know them)

Company Name

Phone

Cell phone (if they wished to be reached this way)

E-Mail

Relationship to you (i.e. Former Supervisor, Co-Worker, etc.)

How Long Known

Name

Position/Title (if this is how you know them)

Company Name

Phone

Cell phone (if they wished to be reached this way)

E-Mail

Relationship to you (i.e. Former Supervisor, Co-Worker, etc.)

How Long Known

Name

Position/Title (if this is how you know them)

Company Name

Phone

Cell phone (if they wished to be reached this way)

E-Mail

Relationship to you (i.e. Former Supervisor, Co-Worker, etc.)

How Long Known

Reference List Tips

- DO NOT list the phrase “References Available Upon Request” on your resume.
 - Employers expect that you have a list of references to provide them when asked.
 - Your list of reference information belongs on its own sheet of paper, **separate from your resume**.
 - Use the **heading from your resume** (name & contact information) on your reference page.
 - Plan to have **3-5** people to list as references.
-

- **Appropriate references include:**
 - Current / previous supervisors
 - Current / previous co-workers
 - Professors
 - Coaches
 - Advisors
 - Mentors
 - *Avoid using family members or personal friends*
- Your references should **know you well** and be able to speak about your:
 - Work ethic
 - Performance
 - Personality
- Make sure you **ask permission** from a reference before putting his/her name on your reference list.
- Ask your references how they wish to be **contacted (email, phone, cell phone)**.
- For each reference, **list:**
 - Name
 - Title
 - Company name
 - Email, phone, cell (per their preferences)
 - Relationship to you
 - Years/months known
- So they can brush up before they are contacted by the employer, **give your references information for each position you have interviewed for:**
 - The resume & cover letter used to apply
 - Job posting information

Reference List Example

Jonathan Mitchell

jmittell@gmail.com, 315-637-9986

Ellen James

District Manager
 ABC Company
 315-469-2597
 315-548-9632 (cell)
 ejames@abccompany.com
 Former Supervisor at ABC Company
 Known for 5 years

Joseph Donovan

English Professor
 Onondaga Community College
 315-498-2568
 315-425-8792 (cell)
 jdonovan@sunyocc.edu
 Former Professor & Advisor at
 Onondaga Community College
 Known for 2 years

Rebecca Redfield

Customer Service Representative
 Smith & Company Services
 315-698-5978
 315-215-1397 (cell)
 rebeccaredfield@yahoo.com
 Current Co-Worker at Smith Company
 Known for 3 years