

# LARA KIM PLATTEN

## PROFESSIONAL SUMMARY

I have over 30 years of experience in administration, 5 years in the medical field. 8 in logistics.

I have built a professional work ethic and excellent communicational skills. Accomplished practice management professional maintaining exceptional patient care within stringent business targets. Knowledgeable in clinical coordination and direction to maintain smooth health care services.

Prioritized positive outcomes through strategic policy implementation.

## WORK HISTORY

**Dental receptionist, 04/2024 – 06/2024**

**Project Dental - Dunedin**

- General receptionist duties
- Answering phones and making appointments for patients.
- Using Exact" dental program.
- Taking payments from patients do banking
- Debtors and follow up on outstanding and /or handing over for collections. Adding payment to accounts from AP's
- Recalls and planed treatment plans
- Responding to emails and answering them accordingly.
- Applying for ACC/MOH for patients.

**Practice Manager, 08/2023 to March 2024**

**Hometree Therapy Centre - Nelspruit**

- Exceptional communicational skills, showing empathy, with a caring attitude.
- Strong organizational skills with been able to manage multiple dairies, with confirming appointments, greeting them, and checking them in and accepting payments after appointments of submitting to medical aid for payments, doing daily reconciliations.
- Preformed medical billing using medical software, ICD10 codes and procedure codes.
- Adaptability and problem-solving skills
- Managing patient records with the ability of strict confidentiality
- Co-originating with medical staff, Customer Service
- Financial reporting
- Always working with professionalism, courtesy, patience, understanding, respectful and treating all people with equality
- Flexibility in dealing with diverse patient needs with confidentiality and discretion.
- Been professional and maintaining a positive and helpful attitude, always ensuring patients privacy and confidentiality is adhered to.
- Established a good understanding of patients' needs and concerns by been able to establish a positive rapport with all patients and ensuring them of their rights as a patient.
- Complying with legislative and ethical framework.
- Increase outstanding debts from 50% outstanding to 5%
- Communicated agreed practice policy to staff and introduced systems for support.
- Oversaw and developed efficient appointments system, reducing patient wait times.
- Developed and maintained practice insurance policies in liaison with insurers and professional advisers.
- Managed procurement of practice equipment, supplies and services, consistently meeting budget targets.
- Complied with and maintained knowledge of government legislation and regulations.
- Facilitated smooth practice operations, planning for practice equipment maintenance to minimize malfunctions.

## CONTACT

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Open Work Visa – no restrictions

## SKILLS

Practice Management Systems (PMS) training.

Report generation.

Multi-line phone systems

Procedure coding

Account reconciliation.

Practice equipment maintenance.

Patient complaint management

Disease coding

Accounts receivable

Insurance billing

Records management

Caregiving for fragile care and children with

special needs

**Care Giver - Volunteer, 03/2023 to 06/2023****Macadamia Fragile Care - White River, MP**

- Bed bathing shower and dressing clients.
- Changing of incontinence care
- Making bed with client and with client been in bed
- Performed feeding fragile care clients
- Walking with clients
- Assisting with medication
- Care and companionship for dementia and Alzheimer clients.
- Performed nebulizer administration.
- Always remaining calm with repeated questions from dementia patients
- Transferring patients from bed to wheelchair and back to either lounge or bed
- Assisting clients with art projects as well as exercising using hand eye co-ordination toys
- Do hourly rounds and notarize client files.
- Conducted intensive safety audits and investigated reported issues, accidents, and near-misses.
- Displayed energy and enthusiasm in a fast-paced environment.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Delivered exceptional customer service by proactively listening to concerns and answering questions.
- Developed plans and strategies to promote continuous improvement.

**Assistant manager, 03/2021 to 12/2022****Perfect Laser Technologies - Nelspruit**

- Daily Financial reporting, on sales and outstanding quotes and service tickets
- Banking
- General Office Duties
- Doing demonstrations of machinery
- Quotation, Sales, and Invoicing
- Customer Service.
- Managed over 20 cold calls per day.
- Oversaw daily operations of store, including inventory and supply restocking, cash-handling, and assisting customers.
- Enforced company policies and guidelines for all employees.
- Addressed customer issues calmly and professionally, delivering quick, successful resolutions.
- Maintained store appearance, including shelving organization, store layout and visual merchandise planning.
- Initiated inventory control measures to manage and replenish stock, maintain costs, and meet customer demands.

**Contract Worker, 06/2020 to 03/2021****Life Empangeni Hospital - Empangeni, KZN**

- During COVID 19, working in both General ICU and COVID 19 ICU
- Performed daily stock counts in both wards and ordering replacement stock as well as monthly stock takes.
- Stock takes of all PPE and ordering replacement stock.
- Ensuring all patients were charged accordingly against what was on patient's chart.
- Closing patient files and handing them over to case managers
- General Ad hoc admin duties as required.
- Adhered to company policies, safety procedures and performance standards.
- Maintained work areas in a clean and neat fashion for maximum productivity.
- Supported inventory management by accurately recording stock levels and replenishing supplies.
- Collaborated with team members to achieve daily project targets.
- Collaborated with supervisors to troubleshoot and resolve malfunctions.
- Responded promptly to changing production demands, demonstrating flexibility and adaptability.
- Adhered to site health and safety guidelines, maintaining safe, secure working environments.
- Managed day-to-day labor duties including heavy lifting, goods transportation, and site maintenance.
- Communicated well with team across multiple locations.
- Prevented falls by cleaning and disposing of work debris, obstacles, and hazards.

**Billing Clerk, 03/2018 to 05/2020****Dr Ngetu - Richards**

- Opening of surgery, booking of patient beds at hospital
- Performed hospital rounds to collect doctor's notes.
- Keeping and opening new patient records
- Performed billing both rooms and hospital patients to medical insurances.
- Obtaining authorization from medical aid/insurances and updating case management at the relevant hospitals
- Account reconciliations and credit control.
- Registration of patients with chronic illness
- Typing of motivational letters from doctor to medical aid or to referral doctors
- Data capturing.
- Manager over 20 patients daily

**Home Based Care Giver, 10/2017 to 03/2018****AJ Probert - Empangeni, South Africa**

- Bed bathing shower and dressing clients.
- Changing of incontinence care
- Preparing of meals clients
- Walking with clients
- Assisting with medication
- Performed nebulizer administration.
- Measuring input and output of fluids.
- Keeping caterer bag empty and cleaning of wound sight
- Managed diverse daily wellbeing duties, from activity planning to mobility support.
- Offered compassionate physical and emotional support to patients, enhancing overall health and wellbeing.
- Improved patient satisfaction ratings by providing faultless personal care.

**Operations Supervisor, 02/2008 to 03/2016****Transnet Port Terminals - Durban, KZN**

- Authorizing payment to be made to outsource service providers for charges that have been raised against port.
- Raising charges against Shipping Lines and OEM (clients such as BMW), comparing those charges against invoices rose against the Port.
- Ensuring that raised charges were according to charges against OEM, or ship lines, creditors.
- General administration functions, attending to customer queries / liaison – customer.
- Customer Service champion 2015/2016.
- Supervising staff - Imports clerks / Exports clerks / secondhand clerk / Delivery Notes clerk / discrepancy officer and manifest capture. Ensuring the highest level of competency is achieved and award recognition was deemed necessary.
- Time and attendance on SAP R/3
- Reporting the previous day's stats on all fields re: vessel working / road and rail, with projection for the next 24 hours. Capturing data onto GCOS3 before reporting.
- GCOS 3 Super User, which enabled allowed tracking of and ensure that all operational requirements were fulfilled before the vessel commences.
- Supervising of staff all the way to counselling session and disciplinary actions that needed to be taken, referring staff to the EAP if assistance is required.
- Liaising with shipping lines and agents as well as cargo owners daily.
- Operating within the company standard operating procedures and ensuring that operating standards and Practices were adhered too.
- Ensuring that revenue documents are printed and signed off as correct then sent to revenue departments to raise the necessary charges.
- Participated in the new design of the GCOS3 computer program that was introduced into the RORO terminal.
- Export and import of cargo both manual and electronic.
- Oversaw daily shipping operations, including loading and unloading of outbound trailers, replenishing of pallets, inventory management and supervising the work of 15 member's team.
- Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness.
- Motivated and trained employees to maximize team productivity.
- Reviewed accuracy and compliance of internal documentation, maintaining reliable and precise business records.
- Developed and deepened relationships with customers, vendors, and internal stakeholders.
- Processed inbound and outbound shipments with high accuracy and efficiency by effectively directing associate teams and managing inventory processes.

## EDUCATION

**Certificate –Accounts Management using Xero – 03/2024 -**

**Diploma – Medical Coding and Billing –20/02/2024**

**Diploma - Special Needs, Medical, 12/2023**

**Certificate - Working with Students with Special Educational Needs, Medical, 12/2023**

**Certificate - Understanding Deafness, Medical, 11/2023**

**Diploma Medical Secretary, Medical, 11/2023**

**Diploma in Care Giving, Medical, 03/2023**

**All above courses done online by Alison**

**High School Diploma, Grade 12, 12/1988**

**Empangeni High School - Empangeni**

## CERTIFICATIONS

Microsoft Office, Stock Control, Electronic Medical recording, Customer Service, Medical billing and coding, Administration, Medical Software Expert, Debtors and Creditors, Medical billing, Caregiving VOLUNTEER Care Giver Mar 2023 - Jun 2023 Macadamia Fragile Care

## VOLUNTEER WORK

I volunteer as a buddy companion for Care Buddies, for people struggling with loneliness in their old age.

## WORK PRIOR 2008

- Creditor Manager - Hi-Finance, Durban (2007-2008)
- Receptionist / PA - Small Property Manager - Durban(2007)
- SHE Administrator – Unilever – Durban (2006-2007)
- Game Lodge Manager - Ezulwini Game Lodge, Hluhluwe (2006)
- Bar Manager - Park Rynie Ski Boat Club, SA (2005 – 2006)
- PRO / Duty Manager - Blue Marlin Hotel, Scottburgh (2005)
- Sales Assistant / Receptionist - SS&MS, Durban, SA (1998 – 2000)
- Retail Manager - Pick 'n Pay, Empangeni, SA (1994 – 1998)
- Typist / Reservist - SAPS, SA (1991 – 1994)
- Branch Manager - Sleepy Joes Beds, Empangeni, SA (1991)
- Front Office Manager - Marina Lodge, Richards Bay, SA (1990 – 1991)
- Service Department Receptionist - Ritchie Ford Auto, Empangeni, SA (1990)
- Data Capture - Durban licensing Department, SA (1990)
- Front Office Manager - Holiday Inn, Durban, SA (1989)
- Receptionist - Sea Board Protea, Durban SA (1989)
- House Keeping - Little Switzerland, Berg, SA (1989)

## REFERRALS

Jackie Fleetwood

Debbie van Os

Belinda Naude

Kate Brading

Hometree Therapy Center

AJ Probert (daughter)

Life Empangeni

Dr Ngetu

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