

Isabella Hollingsworth

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EDUCATION

OLD DOMINION UNIVERSITY

Bachelor of Health Sciences

Major in Health Services Administration

Relevant Coursework: The U.S. Healthcare Delivery System, Managerial Epidemiology, Finance & Budgeting in Healthcare, Health Equity & Disability Culture, Healthcare Policy & Organizational Management

Norfolk, VA

Expected May 2025

TIDEWATER MEDICAL TRAINING

Medical Assistant Training Program

Certified Clinical Medical Assistant (CCMA) – NHA

Virginia Beach, VA

Sept 2023

TIDEWATER COMMUNITY COLLEGE

Associate of Applied Science

Norfolk, VA

Jun 2023

WORK EXPERIENCE

CHESAPEAKE REGIONAL MEDICAL CENTER

Patient Care Technician, Unit Secretary

- Delivered direct patient care by assisting with activities of daily living, responding to patient call signals, and facilitating safe and efficient admissions, discharges, and transfers in collaboration with the healthcare team.
- Performed clinical tasks, including specimen collection for laboratory analysis, vital signs monitoring, and patient preparation for diagnostic procedures and treatments, ensuring adherence to clinical protocols.
- Maintained accurate and timely documentation in patient records, effectively communicating updates to the interdisciplinary care team to support informed clinical decision-making and continuity of care.

Chesapeake, VA

Dec 2022 – Current

VIRGINIA RHEUMATOLOGY CLINIC

Medical Assistant

- Obtained and documented patient medical histories, vital signs, and chief complaints in the EHR.
- Administered SubQ and IM injections under physician supervision.
- Served as a liaison between patients and physicians, ensuring effective communication of treatment plans, updates, and concerns.

Chesapeake, VA

Oct 2023 – Current

INTERNSHIP

VIRGINIA RHEUMATOLOGY CLINIC

Practice manager intern

- Oversaw scheduling, patient flow coordination, and front-desk operations to optimize clinic efficiency and enhance the patient experience.
- Processed prior authorizations, managed billing claims and refunds, and applied ICD-10 coding to support accurate reimbursement and revenue cycle management.
- Reviewed aging buckets for claims to assess outstanding balances and identify opportunities for financial process improvements.
- Assisted in planning the implementation of an IMS system to streamline medication ordering and improve workflow efficiency.
- Maintained strict HIPAA compliance while leveraging expertise in clinical and administrative EHR functions to support daily operations.

Chesapeake, VA

Jan 2025- Current

ACTIVITIES & VOLUNTEER EXPERIENCE

HEALTH SERVICE ADMINISTRATION CLUB

Old Dominion University

Member

Sep 2024 – Present

- Actively participate in healthcare management, policy, and operations discussions while networking with industry professionals.

SENTARA NORFOLK GENERAL HOSPITAL

Norfolk, VA

ER Volunteer

Jan 2025 – Present

- Assist hospital staff with patient support tasks, wayfinding, and administrative duties to improve overall patient experience.

SIGNATURE HEALTHCARE

Norfolk, VA

Rehabilitation Aid Volunteer

Jun 2021- Dec 2021

- Provided practical support to rehabilitation staff by helping patients with mobility exercises and ensuring the therapy equipment was well-maintained.

ACHIEVEMENTS AND SKILLS

Achievements

Dean's List (6 Semesters): Recognized for academic excellence and maintaining a high GPA.

Skills

Patient Care & Clinical Expertise: Proficient in patient-centered care, obtaining vital signs, conducting clinical assessments, and administering SubQ/IM injections.

Healthcare Technology & Documentation: Skilled in EMR/EHR navigation, clinical documentation, ICD-10 coding, and regulatory compliance.

Administrative & Operational Support: Experienced in scheduling, patient flow management, prior authorizations, and front-desk coordination within a healthcare setting.