





# AVA WILSON

## PHYSICAL THERAPY AIDE

### CONTACT

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Los Angeles, CA   
[LinkedIn](#) 

### EDUCATION

High School Diploma  
Lowell High School  
2014 - 2017  
San Francisco, CA

### SKILLS

Epic  
Doxy.me  
WebPT  
Kareo  
Vicon  
Zocdoc

### WORK EXPERIENCE

#### Physical Therapy Aide

Keck Medicine of USC

2022 - current / Los Angeles, CA

- Leveraged WebPT analytics to uplift patient engagement in prescribed exercises by 42% through tailored progress tracking and feedback.
- Facilitated a 28% boost in online appointment bookings by optimizing Kareo's patient portal features.
- Supported physical therapists in administering modalities such as ultrasound and TENS to 317 patients.
- Introduced a new treatment plan for chronic pain management, aiding in a **23% decrease in reported pain levels** among chronic pain patients.

#### Rehabilitation Assistant

Encompass Health

2020 - 2022 / Modesto, CA

- Collaborated with therapists to deliver remote group therapy sessions via Doxy.me, attending an average of 19 patients per session.
- Formed a patient mobility program that improved average patient walking distance by 36% post-treatment.
- Co-developed a unique therapeutic exercise regimen, **accelerating patient recovery time by an average of 11 days**.
- Oversaw the transition of patient records to Epic for 520+ patients, ensuring a smooth transition with minimal data loss.

#### Medical Receptionist

Sharp HealthCare

2018 - 2020 / San Diego, CA

- Implemented a new patient reminder system via Zocdoc, decreasing instances of no-show appointments by 22%.
- Handled an average of 64 daily calls, providing information and redirecting calls with a 98% satisfaction rate.
- Established Vicon to manage and track patient flow, slashing wait times by an average of 12 minutes per patient.
- Initiated a targeted patient follow-up program, resulting in a **32% boost in repeat visits for preventive care** within eight months.