

AVA DAVIS

Ambulatory Service Representative

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PROFESSIONAL SUMMARY

Dedicated Ambulatory Service Representative with two years of experience in patient care coordination and customer service. Proven ability to manage patient scheduling, communicate effectively with healthcare teams, and uphold compliance standards. Committed to enhancing patient experiences and streamlining operations in a fast-paced healthcare environment.

WORK EXPERIENCE

Ambulatory Service Representative

WidgetWorks Inc.

📅 Mar / 2024-Ongoing
📍 Denver, CO

- 1. Delivered exceptional customer service, enhancing patient satisfaction and supporting hospital operations.
- 2. Efficiently scheduled patient appointments and procedures, coordinating with multiple departments.
- 3. Collaborated with healthcare providers to manage complex patient cases and ensure comprehensive care.
- 4. Organized and maintained medical records and necessary documentation for patient encounters.
- 5. Processed patient demographic and insurance information accurately to streamline operations.
- 6. Assisted clinicians by preparing requisitions and standard forms as needed.
- 7. Ensured compliance with health regulations and standards to maintain patient safety.

Ambulatory Service Representative

Summit Peak Industries

📅 Mar / 2023-Mar / 2024
📍 Denver, CO

- 1. Acted as the primary contact for patients, providers, and staff, delivering outstanding service.
- 2. Facilitated outpatient check-in and check-out, optimizing patient flow through the clinic.
- 3. Communicated effectively with clinic liaisons to address patient visit factors impacting care.
- 4. Scheduled follow-up appointments and provided clear appointment information to patients.
- 5. Collaborated with clinical teams to improve patient safety and quality of care initiatives.
- 6. Managed appointment requests, ensuring accurate medical record creation and demographic collection.

EDUCATION

Associate of Applied Science in Health Administration

Springfield Community College

📅 Mar / 2022-Mar / 2023
📍 Seattle, WA

Focused on healthcare operations and patient service management.

SKILLS

Bilingual In English And Spanish



Patient Scheduling And Coordination



Appointment Management



Insurance Verification



ACHIEVEMENTS

- 🌟 Increased patient satisfaction ratings by 20% through improved communication and service delivery.
- 🌟 Streamlined appointment scheduling process, reducing wait times by 15%.
- 🌟 Successfully managed over 100 patient interactions weekly, ensuring timely care and accurate information.