



# EVELYN WHITE

Clinical Support Coordinator

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Los Angeles  
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## PROFESSIONAL SUMMARY

Experienced Clinical Support Coordinator with a decade of expertise in optimizing patient care and operational workflows. Proven ability in managing clinical documentation, compliance, and cross-functional team collaboration. Committed to enhancing patient satisfaction and streamlining processes in a fast-paced healthcare environment.

## WORK EXPERIENCE

Clinical Support Coordinator  
Maple Leaf Consulting  
Apr / 2019-Ongoing  
Toronto, ON

- Facilitated patient care coordination between healthcare providers and patients.
- Addressed inquiries from Florida BCBS clients, offering information on mental health benefits and community resources.
- Ensured compliance with HIPAA regulations to safeguard patient confidentiality.
- Generated compliance documentation for authorizations and denials as per accreditation standards.
- Reviewed inpatient authorization requests, performing data entry into relevant systems.
- Collaborated with network operations to facilitate provider access for members.
- Conducted data analysis and reporting to support departmental objectives.

Clinical Support Coordinator  
Summit Peak Industries  
Apr / 2015-Apr / 2019  
Denver, CO

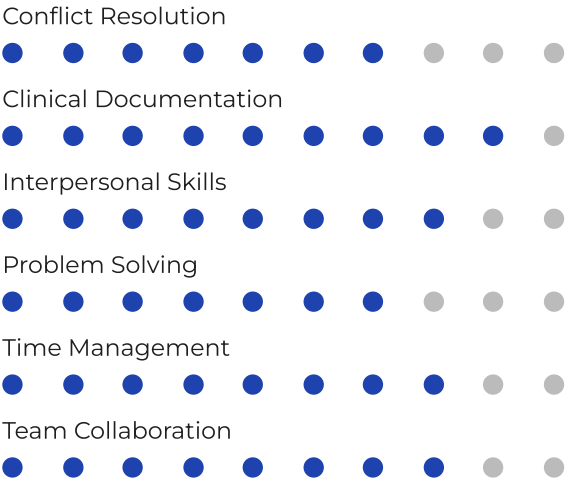
- Oversaw administrative support staff as Office Manager for Child and Adolescent Services.
- Coordinated case management activities and family aftercare services.
- Educated prospective donor families on processes in real-time.
- Acted as a liaison with Study Management Teams to ensure accurate regulatory documentation.
- Maintained sponsor clinical study documents throughout study conduct.
- Performed extensive data entry and managed payroll for a team of 50 employees.

## EDUCATION

Bachelor of Science in Healthcare Administration  
Health Sciences University  
Apr / 2012 - Apr / 2015  
Seattle, WA

Focused on healthcare management, policy, and patient care systems.

## SKILLS



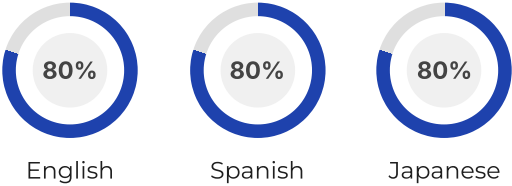
## INTERESTS

- Podcasts  
Language Learning  
Dancing  
Cycling

## STRENGTHS

- Intuition  
Leadership  
Listening  
Mentorship

## LANGUAGES



## ACHIEVEMENTS

- Implemented a new scheduling system that reduced patient wait times by 20%.
- Developed training programs for staff that improved compliance with healthcare regulations by 30%.