

# ROBERT SMITH

## ER Unit Secretary

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

Career qualified professional, able to provide cross-functional administrative support and function as the primary interface between the patient and the provider. Facilitates the efficient flow of patients, while remaining focused on managing priorities and ensuring patient confidentiality with exceptional customer service and decision-making skills.

**JULY 2012 - FEBRUARY 2016**

### **ER UNIT SECRETARY - ABC CORPORATION**

- Promptly answered call bell and notifies the appropriate personnel of patients needs.
- Directed guests appropriately in a courteous manner, Uses proper phone etiquette to screen and route phone calls to appropriate person/department in a timely fashion while strictly adhering to HIPPA guidelines.
- Consulted physicians, makes appropriate changes to diet orders within the computer system.
- Transferred patient, changes patients status, discharges patient in a timely manner.
- Maintained and ordered supplies as necessary.
- Assembled patient charts in a timely fashion.
- Assured that labels are readily available in the charts.

**2008 - 2012**

### **ER UNIT SECRETARY - DELTA CORPORATION**

- Register Patients, Contacted Hospitals and Doctors, Transportation Code Blue Cardiac Arrest Documentation Assisted Nursing Staff and Physicians with .
- Schedule and confirm patient diagnostic, surgeries and medical consultations Compile and record medical charts, reports, and correspondence, using .
- Long Beach, California Transferred patients from various departments to proper destination Delivered specimens and food to various locations Assisted .
- In charge of answering phone lines; ordering tests per Doctor and charting tests.
- Admit for doctors, Call insurances for authorization, answer phones, call doctors, data entry, filing, faxing, and printing.
- Also Responsible for assisting doctors and nurses with various tasks including, but not limited to the transporting of patients, taking vital signs, .
- Fill the fax & printers with the appropriate amount of papers, fax dr orders, submit and discharge patients, enter dr orders, fax, Microsoft programs,.

## **EDUCATION**

GED

## **SKILLS**

Documentation Skills, Administrative Skills.