



MASON WILSON

Front Desk Scheduler

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PROFESSIONAL SUMMARY

Seasoned Front Desk Scheduler with 7 years of experience in optimizing appointment workflows and delivering outstanding patient care. Expert in managing schedules, verifying insurance, and facilitating seamless patient interactions. Eager to contribute to a dynamic healthcare team while enhancing operational efficiency and client satisfaction.

WORK EXPERIENCE



Front Desk Scheduler  Apr / 2021-Ongoing
Quantum Solutions LLC  Phoenix, AZ

- 1. Welcomed patients with a friendly demeanor and ensured a smooth check-in process.
- 2. Managed daily appointment scheduling for various medical services, ensuring optimal resource utilization.
- 3. Handled insurance verification and obtained prior authorizations to minimize delays.
- 4. Processed referrals and maintained accurate patient records in compliance with privacy regulations.
- 5. Collected co-pays and reconciled patient accounts to ensure timely billing.
- 6. Facilitated communication between patients and medical staff to enhance service delivery.
- 7. Maintained organized records of medical documents and requests for audits.

Front Desk Scheduler  Apr / 2018-Apr / 2021
Silver Lake Enterprises  Seattle, WA

- 1. Assisted patients with scheduling follow-up appointments and managing their inquiries effectively.
- 2. Coordinated with nursing staff to ensure timely patient care and follow-ups.
- 3. Answered incoming calls, routed them appropriately, and documented messages accurately.
- 4. Reviewed and corrected medical claims to ensure compliance before submission.
- 5. Worked under pressure in a busy office with multiple providers, handling over 100 patients daily.
- 6. Updated patient information and insurance details in electronic medical records (EMR).

EDUCATION

Associate of Applied Science in Medical Office Management  Apr / 2015 - Apr / 2018
Tulsa Community College  Denver, CO

Focused on administrative skills and patient management in healthcare settings.

SKILLS

Proficient In Ms Office Suite

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Strong Understanding Of Medical Terminology

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Expertise In Claim Processing

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Thorough Knowledge Of Insurance Procedures

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Filing Systems

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Email Correspondence

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INTERESTS


 Gaming


 Fashion


 Film


 Technology

STRENGTHS

 Fairness

 Flexibility

 Forward-thinking

 Gratitude

LANGUAGES


English


Russian


Japanese

ACHIEVEMENTS

- ★ Successfully reduced patient wait times by 20% through efficient scheduling practices.
- ★ Increased appointment booking efficiency by implementing a new scheduling software.
- ★ Achieved a 95% patient satisfaction score in post-visit surveys.