

HENRY WALKER

Home Care Operations Coordinator

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PROFESSIONAL SUMMARY

Seasoned Home Care Operations Coordinator with a decade of experience in overseeing patient care and optimizing service delivery. Proven expertise in managing multidisciplinary teams and developing effective care strategies that elevate patient satisfaction. Passionate about enhancing quality of life for clients through tailored support and community engagement.

WORK EXPERIENCE

Home Care Operations Coordinator

Pineapple Enterprises

📅 Feb / 2019-Ongoing

📍 Santa Monica, CA

1. Gathered and verified patient information during intake to ensure accurate demographics and care needs.
2. Secured pre-authorizations for services, facilitating timely and accurate billing processes.
3. Conducted insurance verification and managed co-pay collections to optimize reimbursement.
4. Scheduled and coordinated field staff, including Nurses and CNAs, to meet patient care requirements.
5. Addressed client inquiries and concerns regarding services, billing, and care plans.
6. Utilized Microsoft Office Suite and other software for documentation and reporting.
7. Managed office equipment and maintained an organized administrative environment.

Home Care Coordinator

Cactus Creek Solutions

📅 Feb / 2015-Feb / 2019

📍 Phoenix, AZ

1. Oversaw coordination of home health services for elderly patients, ensuring comprehensive care delivery.
2. Collaborated with interdisciplinary teams to align services with patient needs and preferences.
3. Handled administrative communications with agencies supplying home health aides.
4. Scheduled home visits and conducted assessments to identify patient requirements.
5. Managed care for diabetic patients, providing education and necessary supplies.
6. Assisted in clinical settings with IV administration and overall patient care.

EDUCATION

Bachelor of Science in Nursing

University of Health Sciences

📅 Feb / 2012-Feb / 2015

📍 Toronto, ON

Completed comprehensive nursing education with a focus on patient care and community health.

SKILLS

Care Coordination Skills

Crisis Management

Medication Management

Quality Assurance

ACHIEVEMENTS

- 🌟 Increased patient satisfaction scores by 20% through improved care coordination processes.
- 🌟 Streamlined intake procedures, reducing patient onboarding time by 30%.
- 🌟 Achieved a 95% compliance rate with state regulations during audits.