



EMMA JOHNSON

Medical Clerk

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PROFESSIONAL SUMMARY

Accomplished Medical Clerk with 7 years of experience in healthcare administration and patient management. Proficient in maintaining meticulous patient records, scheduling appointments, and ensuring compliance with HIPAA regulations. Known for fostering a supportive environment through effective communication and organizational skills, with a strong commitment to enhancing patient care and operational efficiency.

WORK EXPERIENCE



Medical Clerk  Apr / 2021-Ongoing  Phoenix, AZ
Quantum Solutions LLC

1. Maintain and update patient filing systems, inventory, and databases, both manually and digitally.
2. Process and route incoming correspondence, prepare outgoing mail, and manage office communications.
3. Managed patient records and ensured accuracy in data entry and documentation.
4. Accurately compute, record, and proofread data, ensuring the integrity of medical records.
5. Manage calendars, arrange appointments, and coordinate schedules for healthcare providers.
6. Review documents to provide information and respond to patient inquiries efficiently.
7. Ensure compliance with HIPAA regulations by safeguarding sensitive patient information.

Medical Clerk  Apr / 2018-Apr / 2021  Phoenix, AZ
Cactus Creek Solutions

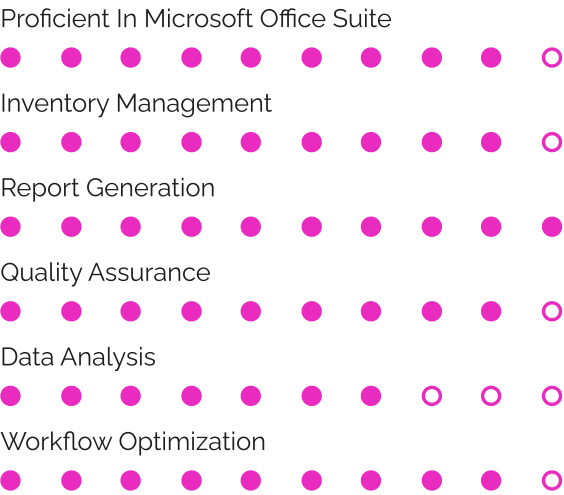
1. Collaborated with the Health Information Management Department to ensure accurate coding for inpatient and outpatient services.
2. Maintained participant record documentation according to state and federal guidelines, ensuring confidentiality of medical information.
3. Assisted in preparing and distributing participant data from medical records upon request.
4. Achieved zero violations during HIPAA inspections by adhering rigorously to privacy standards.
5. Oversaw the scanning of Health Information documentation to ensure comprehensive and accurate patient records.
6. Performed insurance pre-certifications and patient interviews prior to surgical procedures, documenting all necessary information.

EDUCATION

Associate of Applied Science in Medical Office Administration  Apr / 2015 - Apr / 2018  Portland, OR
City College

Comprehensive training in medical office procedures, patient management, and healthcare regulations.

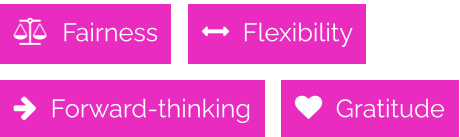
SKILLS



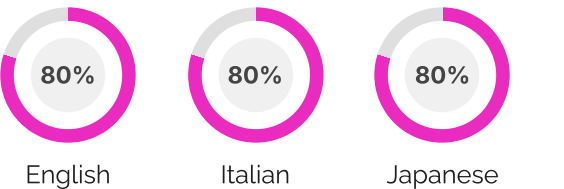
INTERESTS

-  Gaming  Fashion
-  Film  Technology

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- ★ Streamlined patient record filing system, reducing retrieval time by 30%.
- ★ Achieved zero HIPAA violations during audits for 3 consecutive years.
- ★ Improved patient appointment scheduling efficiency by implementing a new software system, resulting in a 20% increase in patient satisfaction.