



SOPHIA BROWN

Medical Scheduler

support@qwikresume.com

(123) 456 7899

Los Angeles

www.qwikresume.com

PROFESSIONAL SUMMARY

A skilled Medical Scheduler with seven years of experience in efficiently coordinating patient appointments and optimizing scheduling systems. Proven ability to enhance patient satisfaction through effective communication and adherence to compliance standards. Ready to leverage my expertise in a fast-paced healthcare environment to improve operational efficiency and patient care.

WORK EXPERIENCE

Lead Medical Scheduler

Jan / 2020-Ongoing

WidgetWorks Inc.

Denver, CO

1. Facilitated communication between patients, families, and healthcare teams to streamline appointment processes.
2. Conducted patient interviews to assess needs and resolve scheduling issues effectively.
3. Maintained comprehensive knowledge of community resources to support patient care.
4. Resolved patient inquiries and complaints, ensuring satisfaction and adherence to protocols.
5. Clarified policies and procedures to patients, enhancing their understanding of services.
6. Managed scheduling of new and follow-up appointments within electronic systems, adhering to established guidelines.
7. Conducted research on compliance and quality of care issues, sharing findings with relevant teams.

MEDICAL SCHEDULER

Jan / 2018-Jan / 2020

Crescent Moon Design

Portland, OR

1. Oversaw the scheduling of patient visits for field staff, ensuring timely communication of updates and changes.
2. Coordinated appointments based on patient needs and staff availability, optimizing service delivery.
3. Procured medical supplies based on patient care requirements and nursing needs.
4. Monitored incoming events and scheduled Oasis assessments to ensure compliance.
5. Performed data entry for skilled nursing calendars and physician orders accurately.

EDUCATION

Associate of Applied Science in Health Administration

Jan / 2016 Jan / 2018

Springfield Community College

Portland, OR

Focused on healthcare administration principles and practices.

SKILLS

Microsoft Office Suite



Interpersonal Skills



Adaptability



Crisis Management



Workflow Optimization



INTERESTS

Podcasts

Language Learning

Dancing

Cycling

STRENGTHS

Intuition

Leadership

Listening

Mentorship

LANGUAGES



English



Spanish



Mandarin

ACHIEVEMENTS

Successfully reduced patient wait times by 20% through improved scheduling techniques.

Enhanced appointment confirmation rates by 30% through proactive follow-up communications.