

Robert Smith

Office Coordinator Receptionist/Cosner

CONTACT DETAILS

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PERSONAL STATEMENT

Position is accountable to perform a variety of office coordination, customer service and revenue cycle functions that will ensure the efficient day-to-day operations. The position plays a key role in the practice's front-end revenue cycle processes and is in a position to significantly impact the patient experience. The position requires an unwavering focus on patient satisfaction as well as the ability to multi-task. The incumbent will also support the mission, vision, values and strategic initiatives of Mary Washington Healthcare.

WORK EXPERIENCE

Office Coordinator Receptionist/Cosner **ABC Corporation - 2001 - 2002**

Responsibilities:

- Interfaced with patients, family members, physicians, visitors, and other guests in a courteous and professional manner.
- Registered patients in the Practice Management Information System (PMIS), obtaining and/or verifying all relevant demographic and insurance information to ensure the timely and accurate processing of claims.
- Reviewed electronic eligibility verification responses to ensure insurance coverage is in effect for all insured patients.
- Presented patients with appropriate paperwork based upon appointment type and registration status.
- Monitored the reception area and keeps patients, family members, visitors and Associates, at all times, informed of schedule adjustments.
- Maintained a neat and orderly waiting area.
- Courteously answered all incoming phone calls. When appropriate, takes messages and delivers/communicates in a timely manner. Triage calls to ensure timely and appropriate response. Checks voicemail messages consistently throughout the day.

Office Coordinator Receptionist **Delta Corporation - 2000 - 2001**

Responsibilities:

- Processed patients quickly and accurately through computer-based scheduling system for appointments, surgeries, procedures and/or testing as appropriate for patient care.
- Ensured security and accuracy of patient files, payments and databases.
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SKILLS

Familiarity with Microsoft Office, Problem-solving.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

- testing as appropriate for patient care.
- Ensured security and accuracy of patient files, payments and databases.
- Processed patients quickly and accurately through computer-based scheduling system for appointments, surgeries, procedures and/or testing as appropriate for patient care.

Education

BS