



ETHAN MARTINEZ

Patient Intake Coordinator

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📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Patient Registration Software



Insurance Verification Processes



Patient Communication Techniques



Cultural Competence



Regulatory Compliance



Data Analysis



INTERESTS

📖 Birdwatching 🏠 Traveling

🏋️ Sports Coaching 🧶 Knitting

STRENGTHS

🔧 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

LANGUAGES



English



French



Mandarin

ACHIEVEMENTS

★ Reduced patient wait times by 20% through efficient scheduling.

★ Achieved 95% accuracy in insurance verification processes.

PROFESSIONAL SUMMARY

Compassionate Patient Access Coordinator with a strong background in patient registration and insurance processes. Adept at facilitating smooth patient experiences by coordinating appointments and addressing inquiries. Proven ability to work collaboratively with healthcare teams to optimize patient flow and ensure accurate data entry. Focused on delivering high-quality service in fast-paced environments.

WORK EXPERIENCE

Patient Intake Coordinator

📅 Mar / 2021-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Answer phone calls, greet patients, and facilitate appointment scheduling to optimize patient flow.
2. Verify insurance information and eligibility to ensure accurate billing and service coverage.
3. Coordinate patient ancillary testing with medical departments to streamline care delivery.
4. Enter and reconcile patient charges accurately, ensuring compliance with billing standards.
5. Assemble and maintain patient charts, ensuring data completeness and accuracy.
6. Perform data entry into hospital systems for patient registration and reporting.
7. Audit data for accuracy and generate necessary reports for administrative review.

Patient Access Coordinator

📅 Mar / 2018-Mar / 2021

Cactus Creek Solutions

📍 Phoenix, AZ

1. Facilitated insurance verification and prior authorization processes, ensuring timely patient access to care.
2. Trained new staff members in patient intake procedures and data management practices.
3. Developed strong relationships with patients and medical staff to enhance service delivery.
4. Coordinated communication between patients, families, and healthcare providers to address needs effectively.
5. Maintained up-to-date knowledge of community resources to support patient care.
6. Identified and resolved barriers to patient access and adherence to treatment plans.

EDUCATION

Associate of Applied Science in Health Sciences

📅 Mar / 2015 - Mar / 2018

Springfield Community College

📍 Phoenix, AZ

Focused on patient care management and healthcare administration.