



ETHAN MARTINEZ

Patient Access Representative

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Los Angeles

www.qwikresume.com

PROFESSIONAL SUMMARY

Proactive Patient Access Representative with a solid background in healthcare administration and patient relations. Known for my ability to handle complex patient inquiries and resolve issues promptly, resulting in a 98% patient satisfaction rating. Successfully collaborated with clinical staff to streamline the patient intake process, reducing administrative bottlenecks.

WORK EXPERIENCE

Senior Patient Access Representative

Dec / 2018-Ongoing

Pineapple Enterprises

Santa Monica, CA

1. Registered patients through bedside registration, including walk-ins, ambulance, and trauma cases, ensuring accurate data entry.
2. Entered patient information, including personal, demographic, and insurance details, using Paragon software.
3. Verified insurance coverage, including Medicare, Medicaid, and Workers' Compensation, to ensure eligibility.
4. Registered patients for various medical tests and procedures, including imaging and lab work, with precision.
5. Performed insurance verification, pre-certification, and pre-authorization to facilitate patient care.
6. Completed patient registration efficiently and courteously for both new and returning patients.
7. Acted as the first point of contact, checking in patients and ensuring all information is current in the records system.

Epic Patient Access Representative

Dec / 2014-Dec / 2018

Summit Peak Industries

Denver, CO

1. Greeted and registered patients for radiology services, collecting necessary demographic and financial information for accurate billing.
2. Ensured completion of admission conditions, payer requirements, and necessary forms.
3. Processed admission information into the system via local terminals, maintaining data integrity.
4. Collaborated with physicians and nursing staff to gather required information for new patient registrations.
5. Obtained and verified patient demographic information and insurance details through computer and phone inquiries.

EDUCATION

Associate of Applied Science in Health Information Technology

Dec / 2011 - Dec / 2014

Southern New Hampshire University

Denver, CO

Focused on health information management, patient data management, and healthcare regulations.

SKILLS

Payment Processing



Electronic Health Records



Patient Management Software



Effective Communication



INTERESTS

Knitting

Scuba Diving

E-sports

Reading Fiction

STRENGTHS

Respectfulness

Self-awareness

Self-discipline

Sensitivity

LANGUAGES



English
80%



German
80%



Spanish
80%

ACHIEVEMENTS

Improved patient registration efficiency by 30% through streamlined processes.

Achieved a 95% patient satisfaction rate by providing exceptional service and support.