

Patient Access Supervisor

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

Healthcare professional seeking a position within a healthcare environment that would utilize 10+ years of management, leadership and customer service experience as well as superb organizational skills, innovative thinking and problem solving.

Skills

Precise knowledge of the Health Insurance Portability.

Work Experience

Patient Access Supervisor

Mercy Suburban Hospital - January 2015 - 2020

- Responsible for assisting the director in the overall direction and control of the registration functions, operations, and personnel with the Patient Access department.
- Oversee the daily activities of all departments to ensure standards are being met.
- Partners with and supports all staff in order for the department to consistently meet or exceed accuracy and upfront collection goals.
- Promotes service excellence in all responsibilities and encourages staff compliance in department driven service excellence and process improvement initiatives.
- Coaches staff not meeting department accuracy standards and consistently rewards staff for achieving service excellence.
- Participated in all management activities in a service excellence manner to help produce improved employee satisfaction scores.
- Participates in the development and attainment of team, departmental, and hospital goals; and communicate with staff in an effective and persuasive manner in order to obtain those goals.

Patient Access Supervisor

Delta Corporation - 2010 - 2015

- Oversee daily functions in emergency department registration, cash collections, hospital admissions.
- Responsible for leading a staff of 23 Patient Service Representatives In the day to the day registration process Payment charge-entry and collections.
- Oversee staff, employee schedule, daily and weekly reports, collecting patient information, insurance verification, collecting deductibles.
- Manage staff of 15 employees Responsible for ensuring the patient registration process is completed in a timely manner Responsible for ensuring staff.
- Answering heavy phones/email and returning messages Scheduling appointments for patient exams Check-in and Check-out of patients Managing Physician.
- Provide assistance to the Diagnostic Coordinator and Director in the following competency and compliance areas JCAHO survey preparation, compliance, .
- Monitor and advise Diagnostic Coordinator/Director regarding follow up on all patient inquiries/complaints.

Education

Business Administration - (Gwynedd-Mercy College - Philadelphia, PA)