

ROBERT SMITH

Jr. Patient Access Supervisor

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SUMMARY

Work well in a high pressure environment. Skilled in full revenue cycle from admissions to reimbursement. Proven track record leading teams to improve performance in AR Management. Skilled at encouraging others and developing rapport, mentoring, coaching and motivating to maximize performance. Quickly learn procedures and methods, and able to implement efficiently and effectively to meet Revenue Cycle needs. Organized and efficient.

SKILLS

Customer service, Patient Access supervisor and coordinator.

WORK EXPERIENCE

Jr. Patient Access Supervisor

Providence St. Peter Hospital - September 2012 – 2020

- Supervise on-site daily operations of 65+ Access Personnel, focusing on accurate/timely registrations, superior customer service, maximizing employee satisfaction and ensuring timely reimbursement.
- Create inter-department committees including Activities Committee, Training Team, to help team collaborate and work together in training and increasing morale within the dept., also ensuring that new and senior employees stay current on all updates/changes, occurring within EPIC, and ORC workflows.
- Posting, Interviewing, Hiring, Orienting new employees to Providence, including training, and Department Orientation helping new staff understand Providence Core Values and Policies.
- Create and maintain monthly schedule, monitoring daily for sick calls, tardiness, and adjusting staffing related to patient volumes, provide 24/7 assistance for all staffing needs, and staff questions.
- Collaborate with multiple leaders to ensure that reduction in force, all job functions were covered and the needs of a clinical team being met daily.
- Work on previous workflows, processes to reducing the amount of time, items being reworked to increase productivity.
- Ensure that the department is operating below budget, watching staffing levels, ensuring supplies.

Patient Access Supervisor

Delta Corporation - 2011 – 2012

- Responsible for all aspects of staffing, scheduling, hiring, training for Emergency Dept.
- Registration, Outpatient Registration, Behavioral Health Insurance Verification, and Financial Counseling.
- Worked with the business office regularly to ensure all patient needs were met.
- Attend regular meetings on high-cost patients, with both social workers and business analysts.

- Managed daily operations and monitored and analyzed work-flow of 58 employees Liaison between management and physicians Administered yearly.
- Provide direct management and oversight in all areas of Patient Access Services for hospital operations (admitting, emergency room registration.
- Maintained a high level of professionalism and efficiency in a department of 45 employees Obtained patient data elements and transposed the information.

SCHOLASTICS

- AA in General - (Centralia Community College - Centralia, WA)