

ROBERT SMITH

Patient Access Supervisor/Specialist

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Experienced revenue cycle professional with over 10 years of healthcare experience in hospital and medical office environments. Proven record of reliability and strong ability to establish rapport with patients, family and staff.

APRIL 2013 - AUGUST 2014

PATIENT ACCESS SUPERVISOR/SPECIALIST - ABC CORPORATION

- Supervised all employees of the Patient Access department including hiring, terminating, or disciplinary actions Reviewed and submitted bi-weekly.
- Staffed and ordered supplies according to budget guidelines and department needs Maintained QA statistics.
- Supervised Emergency Department registration Developed process for tracking missed POS opportunity Increased POS collections by 10%.
- Managed a team of 26 Patient Access Specialists throughout ten Satellite locations Rounded at least monthly with every employee to review success .
- Rounded with patients, to ensure an excellent Patient Experience Completed yearly employee evaluations Approved biweekly payroll timecards Audited.
- Coordinated all departmental functions for a team of 15 employees Maintained detailed administrative and procedural processes.
- Maintain employee schedules Aid in the registration of patients.

2010 - 2013

PATIENT ACCESS SUPERVISOR - DELTA CORPORATION

- Supervision of registration associates in the outpatient and emergency department and hospital base clinics which includes completing department schedule, weekly time/attendance reports and monitors PTO requests to ensure staffing coverage.
- Provide on-call support to staff in the event of problems and/or staffing Interview, hire and train new staff.
- Foster an environment that encourages associate growth and development.
- Serve as a coach, mentor, team builder and facilitator.
- Conduct associate evaluations Demonstrate effective critical thinking, problem solving and decision making skills.
- Identify problems; define alternatives and recommends practical efficient solutions.
- Make effective decisions within the scope of delegated authority.

EDUCATION

Associate of Science - (Community College of Allegheny County - Monroeville, PA)

SKILLS

Patient Access, Scheduling Appointments.