

# ROBERT SMITH

## Patient Access Supervisor/Coordinator

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Patient Access Supervisor has responsibility of the operations and functions of the Patient Access areas. Responsible for Patient Access staff and completion of admission, registration and pre-registration functions.

### CORE COMPETENCIES

Administrative Assistant, Counseling Assistant, Medical Aide, Patient Advocate.

### PROFESSIONAL EXPERIENCE

#### Patient Access Supervisor/Coordinator

**ABC Corporation - 2005 – 2007**

##### Key Deliverables:

- Support and assist the Director of Patient Access.
- Supervise Pre-cert, Scheduling, Outpatient Registration, and ER Registration.
- Handle Medical Record accounts on combining and transferring charges.
- Make out the monthly schedule for Pre-cert, Outpatient Registration, and ER Registration.
- Calculated monthly totals and created productivity logs.
- Developed and introduced new customer service policies, which resulted in increased customer retention and improved customer satisfaction within a saturated market.
- Supervise operations and support functions for scheduling and/or registration areas in patient access.

#### Patient Access Supervisor

**Delta Corporation - 2010 – 2013**

##### Key Deliverables:

- Responsible for department registration flow to include scheduling functions pre-registration Insurance verification, pre-certification.
- Responsible for staffing and daily operations of the ER registration department.
- Prepare reports and maintain records of work accomplishments and administrative information, as required, and communicate work-related information.
- Assist Patients with making appointments Assist Patients with getting medical resources Ensures that quality services are provided and actively.
- Create Training Manuals for staff members Creating Scheduling Templates for Providers in Allscripts PM Creating Weekly Schedules for Staff Creating .
- Oversee day to day operations of appointment check-in, emergency room registration, and radiology scheduling.
- Working as part of a team and supporting the office manager.

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### EDUCATION

B.A. In Human Resource Management - (Lindenwood University - Saint Charles, MO)

