

Robert Smith

Lead Patient Access Supervisor

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

To obtain a Patient Access Supervisor role where overall business and customer service knowledge can be shared in effort to develop others to deliver a superior customer experience.

WORK EXPERIENCE

Lead Patient Access Supervisor

ABC Corporation - December 2005 - August 2012

Responsibilities:

- Greeted and registered incoming patients into the facility.
- Certified Healthcare Access Associate.
- Serves as Patient Access liaison to other hospital departments.
- Communicated hospital and care information to patients and family members.
- Gathered patient information.
- Assisted with any and all issues directly related to compliance, patient rights, legal JCAJO, state and federal regulations, and financial policies.
- Processed patient co-pays and deductibles.

Patient Access Supervisor

Delta Corporation - 2001 - 2005

Responsibilities:

- Staff and order supplies according to budget guidelines and department needs Assist with the processing of payroll for direct reports by maintaining.
- Maintain accurate attendance records for employees Maintain QA statistics (including patient wait times, etc.) and report results to the Director.
- Responsible for all outpatient staff including 22 registrars and 2 financial counselors Research high dollar denials and report finding to CFO.
- Maintain employee time cards, record PTO and absentees Maintain employee schedules Aid in the registration of patients.
- A mid to high-level stress position that requires all aspects of an admitting/switchboard position with dedicated management skills, ability to .
- Oversee a group of 8 - 13 employees Create, manage and maintain department schedule Complete payroll Maintain and keep overtime low or at zero Help .
- Managed over 20 direct reports in ER, Outpatient, PBX, Scheduling, Insurance Verification and Quality Assurance.

Education

Business Management Studies - 2005(Webster University - St. Louis, MO)

SKILLS

Efficient In Microsoft Word, Excel, Records Management, Lotus Notes, Word Perfect, Microsoft Office And Publisher.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

