

# Robert Smith

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## Patient Access Supervisor

### SUMMARY

Esthetician who uses strong business, sales and customer service skills to meet spa goals and exceed client expectations. Employs extensive training and education in skin care to accentuate the beauty of each client. Skilled in diverse facial treatments.

### SKILLS

Leadership, Microsoft Office, SSI Billing, Epic, Sorian Financials, AS400, STAR McKesson.

### WORK EXPERIENCE

#### Patient Access Supervisor

ABC Corporation - April 2001 - December 2001

- Responsible for daily operations of the patient registration and medical records departments.
- Daily maintenance of medical records for the surgery center, urgent care center, radiology, and laboratory.
- Scan medical and financial data into a database.
- Provided financial counseling and options for patients with minimal or no insurance.
- Assisted the patients with the proper documentation to fill out to apply for medical assistance through the NBHD and State programs.
- Obtain proper consent for treatment and release of medical records.
- Upload the daily interface of the doctors transcribed reports.

#### Patient Access Supervisor

Delta Corporation - 1997 - 2001

- Interview potential applicants for departmental suitability Orient, train, schedule, evaluate employees in accordance with all departmental policies.
- Spreadsheet creation and data collation for department Staff and Patient Advocate.
- Responsible for all collections and serve as a financial counselor for making payment arrangements.
- Responsible for registration of all patients Responsible for direct supervisor in conjunction with the supervisor of 10 employees Directly created.
- Implementation and training of new policies and procedures.
- Responsible for supervision of registration activities for multiple patient types, room control, and financial counselor functions.
- Oversees and perform quality review audits of staff to identify problems and provide re-training.

### EDUCATION

Associate in Secretarial Science - 1976(Ramirez College of Business - Santurce, PR)