Patient Advocate/EAP Coordinator

ROBERT SMITH

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Objective

Administrative Assistant Office Assistant with 3+ years work in fast-paced environment handling confidential paperwork, PC documentation, working with the department of Social Services and providing quality patient care with there medical bills.Skilled in technical, clerical and patient support.Strong ability to communicate clearly and effectively to patients and staff.. Skill Highlights Strong knowledge of Medicaid and Charity Care Customer Needs and satisfaction Experience in .

Skills

Typing.

Work Experience

Patient Advocate/EAP Coordinator

ABC Corporation - April 2010 – April 2010

- Analyzed financial information obtained from clients to determine strategies for meeting clients financial objectives.
- Implemented financial planning recommendations to help cover there medical costs.
- Thoroughly investigated past due invoices and minimized number of unpaid accounts by assisting in getting insurance or charity care Recorded and filed patient data and medical bills Strictly followed all federal and state guidelines for release of information.Arranged and assisted with hospital admissions.
- Maintained an organized logging system for tracking thru CPSI and CUBS Scheduled appointments with patients.
- Quickly responded to staff and client inquiries in helping patients with paying there bills.
- Demonstrated knowledge of HIPAA Privacy and Security Regulations by appropriately handling patient information.
- Communicated with medical transcriptionists regarding patient medical records.

Patient Advocate

ABC Corporation - 2008 – 2010

- Worked to create a satisfactory experience for patient and family.
- Addressed patient concerns, complaints and questions.
- Resolved any issues to a positive conclusion.
- Compiled and analyzed data and identified areas of improvement.
- Contributed to successful department JCAHO accreditation.
- Provided patient education when needed.
- Ensured overall safety of patients..

Education

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