Robert Smith

Patient Advocate III

CONTACT DETAILS

1737 Marshville Road,
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PERSONAL STATEMENT

Social, determined and dedicated Medical Assistant and Office Assistant with experience. Ability to assess presenting problems, ensure patients feel comfortable and safe and possess excellent communication skills. HIPPA and confidentiality knowledgeable.

WORK EXPERIENCE

Patient Advocate III

ABC Corporation - August 2013 – July 2014

Responsibilities:

- Screening uninsured hospital patients bedside in an effort to find government programs to cover their medical expenses.
- Completing the appropriate applications and following through until approved.
- Detailed, accurate and timely documentation in both MPower and the hospital systems on all cases worked.
- Providing exceptional customer service skills at all times.
- Participating in ongoing trainings in order to apply the content learned in dealings with patients and case Desire to help others in need from a wide array of socio-economic groups.
- Adaptability when dealing with constantly changing processes, computer systems and government programs.
- Professional experience working with state and federal programs.

Patient Advocate

Sentara Pratt Imaging Center - 2008 – 2013

Responsibilities:

- Checking in patients [.
-] Answering phones and communicating with, other departments, physicians, outside offices and patients [.
-] Checking insurance eligibility as well as if authorizations have been obtained for imaging studies [.
-] Ensuring proper ICD-9, ICD-10, and CPT codes are entered for billing purposes [.
-] EMR scanning [.
-] Patient chart updates [.
-] Collecting payments and copays.

Education

BS in Psychology - 2011(Walden University - Minneapolis, MN)

SKILLS

Medical Terminology, Customer Service, Organizational Skills, Computer Skills, Communication Skills.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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