



SOPHIA BROWN

Patient Care Advocate II

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Healthcare Software Proficiency



Data Analysis and Reporting



Presentation Skills



Documentation and Record Keeping



Patient Communication



🎯 INTERESTS

🎵 Music

🤝 Community Service

🧶 Knitting

★ Surfing

👊 STRENGTHS

🗨️ Negotiation

👂 Listening

🚩 Determination

📅 Planning

🗣️ LANGUAGES



English



Mandarin



German

🌟 ACHIEVEMENTS

🌟 Increased patient satisfaction ratings by 30% through effective communication and follow-up.

🌟 Successfully resolved over 95% of patient inquiries and complaints on first contact.

👤 PROFESSIONAL SUMMARY

With a decade of experience as a Patient Care Advocate, I specialize in empowering patients and families by facilitating access to vital healthcare services. My commitment to effective communication and advocacy has significantly enhanced patient satisfaction and outcomes, ensuring their rights are upheld throughout the healthcare journey.

💼 WORK EXPERIENCE

Patient Care Advocate II

📅 Jun / 2019-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Ensured compliance with HIPAA regulations to protect patient information.
2. Managed inbound and outbound calls in the Member Services Department, addressing patient inquiries.
3. Provided guidance to members, healthcare providers, and staff on benefit designs and coverage options.
4. Facilitated prescription renewals and therapy changes to meet patient needs.
5. Directed calls to appropriate departments to resolve patient issues efficiently.
6. Collaborated with pharmacists to address member concerns regarding prescriptions.
7. Educated patients on healthcare processes and available resources.

Patient Care Advocate

📅 Jun / 2015-Jun / 2019

Crescent Moon Design

📍 Portland, OR

1. Assisted patients with scheduling mail order prescriptions and managing refills.
2. Engaged in prior authorization processes, communicating with physicians to ensure medication approval.
3. Resolved pharmacy issues related to medication claims and insurance filing.
4. Provided detailed information on pharmacy benefits, ensuring clarity for members.
5. Maintained high productivity standards while addressing patient inquiries.
6. Processed payments and verified drug coverage for prescription orders.

🎓 EDUCATION

Bachelor of Science in Health Administration

📅 Jun / 2012-Jun / 2015

University of Phoenix

📍 Toronto, ON

Focused on healthcare systems, patient advocacy, and administrative practices.