



# EMMA JOHNSON

Patient Care Secretary-Consultant

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## PROFESSIONAL SUMMARY

Proficient Patient Care Secretary-Consultant with 5 years of experience in healthcare administration. Skilled in managing patient records, scheduling appointments, and facilitating communication between patients and medical staff. Committed to enhancing patient satisfaction and streamlining administrative workflows in high-demand environments.

## WORK EXPERIENCE

**Patient Care Secretary-Consultant** Jun / 2021-Ongoing  
**Quantum Solutions LLC** 📍 Phoenix, AZ

- 1. Managed all patient-related clerical processes, including supply orders and equipment requests.
- 2. Facilitated communication between patients and healthcare teams to ensure comprehensive care.
- 3. Performed data entry for patient charts, maintaining organization and quick access to records.
- 4. Scanned and processed patient documentation for timely billing and insurance claims.
- 5. Coordinated weekly meetings and maintained schedules for healthcare team members.
- 6. Provided coverage for various roles including reception, scanning, and medical records.
- 7. Executed front-office tasks in a busy ophthalmology practice, improving overall patient flow.

**Patient Care Secretary** Jun / 2020-Jun / 2021  
**Crescent Moon Design** 📍 Portland, OR

- 1. Coordinated meetings, preparing and distributing scheduling information efficiently.
- 2. Maintained and organized patient medical charts to ensure compliance with regulations.
- 3. Obtained signatures for financial documents, ensuring accurate record-keeping.
- 4. Managed incoming and outgoing calls, recording messages accurately for follow-up.
- 5. Distributed team member notices and updates promptly to enhance communication.
- 6. Screened visitors and directed them to the appropriate staff or office areas.

## EDUCATION

**Associate of Applied Science in Medical Office Administration** Jun / 2019 - Jun / 2020  
**Southern Technical College** 📍 Santa Monica, CA

Gained comprehensive knowledge in medical office procedures, patient care, and healthcare regulations.

## SKILLS

Patient Communication Skills

Medical Terminology

Patient Scheduling

Electronic Health Records

Data Entry

## INTERESTS

🧶 Knitting 🍺 Home Brewing

💻 Technology 🎬 Film

## STRENGTHS

⚡ Agility 🧑‍🌟 Leadership 🔗 Tenacity

🚩 Determination

## LANGUAGES

English Mandarin German

## ACHIEVEMENTS

- ★ Improved patient appointment scheduling efficiency by 30% through streamlined processes.
- ★ Enhanced patient satisfaction ratings by implementing a feedback system.
- ★ Trained and mentored new staff on office procedures and patient care protocols.