



AVA DAVIS

Patient Care Secretary

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📍 Los Angeles
🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

With a decade of experience in healthcare administration, I effectively manage patient interactions and streamline office operations. My expertise includes scheduling, maintaining medical records, and ensuring compliance with regulations to enhance patient care. I am passionate about fostering positive patient experiences and optimizing workflows in fast-paced environments.

WORK EXPERIENCE

Patient Care Secretary

📅 Jun / 2019-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Order and coordinate the delivery of medical equipment to patients.
2. Collaborate with physicians to secure signatures on medical orders efficiently.
3. Enter and maintain patient information in the VX system database with high accuracy.
4. Prepare documentation for Medicaid and Medicare claims, ensuring compliance.
5. Maintain organized open and closed patient charts for easy access.
6. Track and file all field staff documentation to optimize workflow.
7. Prepare all necessary documentation for weekly IDT meetings with clinical staff and the Medical Director.

Patient Care Secretary

📅 Jun / 2015-Jun / 2019

Summit Peak Industries

📍 Denver, CO

1. Monitor daily nurse reports for new admissions and patient updates.
2. Print and distribute updated census and patient roster weekly to relevant staff.
3. Manage case assignments for new admissions, ensuring all disciplines have the necessary information.
4. Order durable medical equipment for patients as required.
5. Document daily notes for RNs and home health aides to maintain continuity of care.
6. Assisted in the implementation of a new electronic health record system, improving data retrieval efficiency by 40%.
7. Facilitated communication between patients and healthcare providers, resulting in a 15% increase in patient engagement.
8. Processed insurance claims and verified coverage, achieving a 98% approval rate on first submissions.

EDUCATION

Associate of Applied Science in Medical Office Administration

📅 Jun / 2012 Jun / 2015

Southern New Hampshire University

📍 Toronto, ON

Focused on developing skills in medical office management, patient care, and healthcare regulations.

SKILLS

Patient Communication



Insurance Verification



Patient Assessment



Medical Documentation Management



Data Entry & Management



INTERESTS

✍ Writing

🏆 Sports Coaching

🔭 Astronomy

👜 Fashion

STRENGTHS

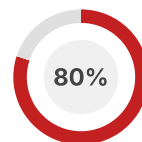
🤝 Empathy

🎨 Creativity

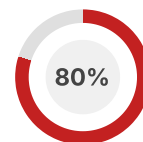
✅ Accountability

🛡 Resilience

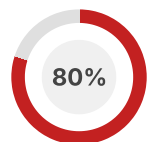
LANGUAGES



English



French



Polish

ACHIEVEMENTS

★ Streamlined medical records management, ensuring 100% compliance with HIPAA regulations and boosting patient confidentiality.

★ Coordinated with healthcare providers to optimize patient care, resulting in a 25% increase in patient satisfaction scores.