

Robert Smith

Patient Information Specialist

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SUMMARY

As a Patient Information Specialist, Responsible for accurately collecting and entering patient information into the electronic practice manager and also updating this information to prevent any delays in the billing process due to outdated information.

SKILLS

Patient Care, Planning Skills.

WORK EXPERIENCE

Patient Information Specialist

ABC Corporation - March 2003 - July 2004

- Demonstrated the ability to link clinical data to key messaging.
- Met with existing and potential customers to identify their clinical needs, goals and constraints related to patient care and provide creative and feasible solutions using company products.
- Transferred account knowledge and other requested information to the local Territory Manager on a weekly basis.
- Worked across diverse teams of technical, business and executive staff to manage organizational and technological change.
- Completed technical analysis and challenge justification for proposed changes to meet requirements from the perspective of security/privacy, performance, stability and hardware/software/resource support costs.
- Identified problems, make recommendations, and implement corrective actions.
- Planned, organized, and adapted to changing assignments and priorities, and work effectively under pressure to meet deadlines.

Patient Information Specialist

Delta Corporation - 2001 - 2003

- Duties include working in patient access answering phones, re naming orders, fax Scheduling, changing direct admits statuses, updating rehab and LTAC .
- Include but not limited to Entered Plan of Care, assigned correct ICD-9 codes, billing, transcription, maintaining reports and recertifications.
- Data Entry Customer Service Communicating with patients/co workers General Office Duties (Filing, Copying, Organizing, etc.) Answering Phones .
- Outpatient Registration, Admissions, Emergency Room Registration Verify Insurances, Billing & Payment, Data Entry w/Medical Records Switchboard, .
- Verify & add insurance benefits & precertifications.
- Call patients to advise of deposits.
- Preregister patients for their appointments at Lafayette General Imaging Center.

EDUCATION

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