



ETHAN MARTINEZ

Patient Registration Representative

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📍 Los Angeles
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PROFESSIONAL SUMMARY

Dedicated Patient Registration Representative with 10 years of experience in healthcare settings. Proven ability to manage patient information, enhance customer service, and streamline registration processes to improve patient satisfaction.

WORK EXPERIENCE

Patient Registration Representative

Pineapple Enterprises

📅 Jan / 2019-Ongoing

📍 Santa Monica, CA

1. Facilitated effective communication between patients, families, and healthcare providers to ensure seamless registration.
2. Conducted thorough interviews with patients to accurately gather and document essential information.
3. Maintained up-to-date knowledge of community resources to assist patients in accessing necessary services.
4. Directed patient inquiries and complaints to appropriate staff, ensuring timely and satisfactory resolutions.
5. Educated patients on policies and procedures, enhancing their understanding of the registration process.
6. Provided training to new staff on patient registration protocols and customer service best practices.
7. Collaborated with healthcare teams to streamline patient flow and improve overall service delivery.

Patient Registration Representative

Summit Peak Industries

📅 Jan / 2015-Jan / 2019

📍 Denver, CO

1. Scheduled patient appointments efficiently, optimizing clinic workflow and resource allocation.
2. Accurately documented patient information in electronic health records, ensuring compliance with policies.
3. Managed waitlists for patients seeking earlier appointments, improving access to care.
4. Generated and presented reports to management, highlighting key metrics and areas for improvement.
5. Coordinated additional tests and referrals as needed, ensuring comprehensive patient care.

EDUCATION

Associate of Applied Science in Health Information Technology

Southern Community College

📅 Jan / 2012 - Jan / 2015

📍 Phoenix, AZ

Focused on health information management, patient registration processes, and medical billing.

SKILLS

Healthcare Software

Data Entry

Insurance Verification

Appointment Scheduling

Customer Service

INTERESTS

📖 Scuba Diving

📖 E-sports

📖 Reading Fiction

📖 Puzzle Solving

STRENGTHS

📖 Self-awareness

📖 Self-discipline

📖 Sensitivity

📖 Service-oriented

LANGUAGES



English



German



Japanese

ACHIEVEMENTS

🌟 Improved patient registration efficiency by 30% through process optimization.

🌟 Achieved a 95% patient satisfaction rate by enhancing communication protocols.