

# ROBERT SMITH

## Patient Representative III

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Health Services Management Journeyman with 8 years of experience. Bachelor's Degree in Business Administration with concentration in Health Services Management. Excellent communication and problem-solving skills. Dedicated to achieving customer satisfaction and meeting or surpassing company expectations. Skilled in all aspects of office administration, organization, of filling systems, use of electronic office equipment, reception, data entry, and coordinating with staff.

### CORE COMPETENCIES

Administrative Skills.

### PROFESSIONAL EXPERIENCE

#### Patient Representative III

ABC Corporation - 2008 – 2010

##### Key Deliverables:

- Responsible for conducting meetings with board.
- Coordinate communication between patients, family members, medical staff, administrative staff, or regulatory agencies.
- Interview patients or their representatives to identify problems relating to care.
- Maintain knowledge of community services and resources available to patients.
- Refer patients to appropriate health care services or resources.
- Investigate and direct patient inquiries or complaints to appropriate medical staff members and follow up to ensure satisfactory resolution.
- Explain policies, procedures, or services to patients using medical or administrative knowledge.

#### Patient Representative

ABC Corporation - 2003 – 2008

##### Key Deliverables:

- Trained new employees for front desk policies and procedures.
- Greeted and interviewed new patients.
- Enrolled patient information into the computer.
- Liaison between insurance companies and medical office.
- Scheduled patient appointments and setting up referrals.
- Medical Billing and coding using ICD-9 codes.
- Verified private health insurance, worker compensation claims, and auto insurance..

### EDUCATION

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- Bachelor of Science in Business Administration, Specialization Health Services Management - 2011(DeVry University - Dayton, OH)