



AVA DAVIS

Lead Patient Scheduler

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PROFESSIONAL SUMMARY

Accomplished Lead Patient Scheduler with 7 years of experience in optimizing patient appointment systems and enhancing operational efficiency. Demonstrated expertise in coordinating schedules, managing healthcare records, and improving patient satisfaction through effective communication. Committed to fostering a collaborative healthcare environment while streamlining processes for superior service delivery.

WORK EXPERIENCE

Lead Patient Scheduler

WidgetWorks Inc.

📅 Mar / 2020-Ongoing

📍 Denver, CO

1. Expertly coordinate patient appointments, ensuring alignment with physician schedules and availability.
2. Manage patient intake processes, verifying insurance and collecting necessary information efficiently.
3. Utilize multiple scheduling systems to handle calls and inquiries for a team of over 85 healthcare professionals.
4. Facilitate inter-departmental communication through timely distribution of memos and important updates.
5. Arrange domestic travel logistics for physicians, enhancing operational efficiency.
6. Demonstrate exceptional customer service skills, resolving patient inquiries and concerns promptly.
7. Oversee patient chart management using Centricity and EMR systems to ensure accurate record-keeping.

Patient Scheduler

Cactus Creek Solutions

📅 Mar / 2018-Mar / 2020

📍 Phoenix, AZ

1. Schedule patient appointments for traveling nurse practitioners, optimizing their visit itineraries.
2. Manage incoming calls and create a comprehensive guide for staff on call processing protocols.
3. Distribute scheduling guidelines to nurses and medical assistants to ensure consistency in patient care.
4. Implement coding systems for appointment urgency and duration, improving scheduling accuracy.

EDUCATION

Bachelor of Science in Health Administration

University of Healthcare Studies

📅 Mar / 2016 - Mar / 2018

📍 Denver, CO

Focused on healthcare management, patient care systems, and healthcare policies.

SKILLS

Patient Follow-up



Office Organization



Record Keeping



Billing Knowledge



Empathy And Compassion



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

📋 Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Dutch



Swahili

ACHIEVEMENTS

★ Increased patient appointment efficiency by 30% through optimized scheduling procedures.

★ Reduced patient wait times by 20% by implementing effective reminder systems.