

Patient Scheduling Coordinator

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

To obtain a Patient Scheduling Coordinator position utilizing my interpersonal and communication skills, excellent customer service, experiences, problem solving skills to benefit the organization and always the customer. I have 12 years of customer service experience. I am an organized individual with a positive attitude and have developed the characteristics of being a dedicated team player which is imperative for an organization's cohesiveness.

Skills

Business decisions, Strong communication, Problem-solving.

Work Experience

Patient Scheduling Coordinator

ABC Corporation - July 2012 - November 2014

- Scheduled clinical appointments for new and returning patients with independent judgment and discretion to priority using the EPIC System.
- Ensured coordination of patient care and flow of information by promptly screening calls, delivering clear and concise messages to the appropriate parties, appropriately documenting patient scheduling information, and effective communication with ambulatory clinical departments.
- Utilized computer programs and followed established guidelines to schedule, update, and cancel appointments.
- Performed patient check out and schedule follow-up appointments as well as assisting with patient flow through the practice Operated multi-line phones, transferred calls, entered messages in the patients chart, and relayed messages via email.
- Answered by phone and in person inquiries concerning clinic policies and procedures.
- Welcomed patient and family members upon arrival.
- Served as a liaison between medical staff, outside facilities, and patients.

Patient Scheduling Coordinator

Delta Corporation - 2009 - 2012

- Answer phones, customer service, filing, faxing, excel, Epic, deposit, copays, medical insurance assistance, verification of insurance, work compensation, .
- Receive calls that come into Scheduling Center Enter patient demographic/insurance information and schedule appointment information into system .
- Patient scheduling, medical records filing, sending orders and compliance paperwork to physicians, answering after hours emails from clinicians.
- Committees within the organization that are committed to keeping a good culture and improve employee satisfaction within the .
- Used I have great customer service with people within the company as well as our clients.
- Proficient in Microsoft office suite and type with an average of 69WPM.
- Work in hospital setting and stand alone medical office Act as a liaison between patient and technologist Schedule and confirm patient appointments .

Education

GED