

Patient Scheduling Coordinator

ROBERT SMITH

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Objective

Responsible for Assisting with nurse training on Click scheduling and other applications, serving as a resource for questions and troubleshooting as experience deepens.

Skills

Microsoft Office, Medical Office Procedures, Scheduling, Medical Records, Medical Terminology, Telephone Etiquette, Supervisory.

Work Experience

Patient Scheduling Coordinator

ABC Corporation - April 2012 – 2020

- Responsible for answering incoming calls for six sections including Digestive Health, Endocrinology, Infectious Disease, Rheumatology, and Allergy/Immunology.
- Scheduled clinical appointments for new and returning patients with independent judgment and discretion to priority.
- Completed scheduling information promptly, including patient demographics, insurance information, employer information, and other required data.
- Assured that phone messages for providers are complete, correct, and routed in a timely manner.
- Communicated information in a courteous and professional manner, both verbally and in writing.
- Ensured patients receive information about their appointment by sending the new patient packets.
- Scheduled appointments for Highway Imaging, Bay Parkway Imaging and Pinnacle Imaging Associates, rescheduling and cancelling appointments as needed.

Patient Scheduling Coordinator

Delta Corporation - 2010 – 2012

- Schedule patient visits for 5 disciplines (HHA, RN, LVN, CASE MANAGERS, SPIRITUAL CARE) on a daily basis Answer, screen and transfer telephone calls .
- Received EPIC and IDX Training to ensure accurate Scheduling for the Department of Vascular and Endovascular Surgery.
- Audit and assign codes on research lab invoices for payment Schedule and Reschedule patient appointment for internal and external physicians Chart.
- 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.

Education

Associates In Medical Billing