

# ROBERT SMITH

## Patient Scheduling Coordinator

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

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### SUMMARY

To work in a Patient Scheduling Coordinator position with the opportunity to use professional creativity, efficient computer skills, excellent customer service skills, and exceptional sales and marketing experience.

### CORE COMPETENCIES

Data Entry, Customer Service, Telephone Etiquette.

### PROFESSIONAL EXPERIENCE

#### Patient Scheduling Coordinator

**ABC Corporation - March 2011 – December 2011**

##### Key Deliverables:

- Ensured accurate and thorough documentation and completion of all necessary paperwork.
- Communicated appropriate preparation(s) and other information in a clear, concise manner.
- Answered questions associated with insurance, procedures, and preps for upcoming scheduled exams.
- Entered patient demographics, registering and handling patient calls while entering information into the electronic medical record system Responsible for taking and relaying messages to the doctors and managers while working closely with the office staff.
- Knowledge of business, insurance, and/or medical terminology and an excellent command of English grammar and spelling.
- Interacted successfully with the public. Ability to perform effectively despite sudden deadlines and changing priorities; maintaining personal composure in high-stress situations.
- Demonstrated and conveyed a favorable image of the organization and conform to proper standards of professional dress, attitude, and demeanor.

#### Patient Scheduling Coordinator

**Delta Corporation - 2007 – 2011**

##### Key Deliverables:

- Provides superior customer service to large outpatient setting while performing project support duties for supervisor.
- Serve on therapy scheduling taskforce.
- Schedule patients for Neurology, ENT, and Neurosurgery departments Patient resolution advocate Verify insurance eligibility and benefits Negotiate .
- Answering call line, making appointments, knowledge of insurances, guided patients through procedure questions, operated dental computer system in .

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- Recorded and filed patient data and medical records Carefully reviewed medical records for accuracy and completion as required by insurance companies .
- Monitored shared email in-boxes and ensured inquiries were addressed.
- Scheduled radiology exams for patients consistently informed patients of their financial responsibilities prior to services being rendered .

### EDUCATION

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High School Diploma

