

# Robert Smith

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## Patient Scheduling Coordinator

### SUMMARY

Responsible for Assuring timely consistent communication with company personnel and outside providers, in particular with patients, caregivers, and other agencies.

### SKILLS

Planning Skills, Coordinating Skills.

### WORK EXPERIENCE

#### Patient Scheduling Coordinator

ABC Corporation - June 2013 - 2020

- Obtained approval for schedule changes or cancellations as appropriate.
- Assisted with maintenance and updating of provider contact information.
- Ensured that all medical appointments, special instructions, and patient information is entered into an electronic medical system.
- Followed site-specific protocols and maintain up-to-date documentation to ensure compliance.
- Prepared schedule for onsite OR Supply Chain Operations to meet clinical scheduling needs.
- Managed case picking of supplies and works with OR clinical staff and OR Internal Control Coordinator to maintain the accuracy of case picking.
- Maintained relationships with key stakeholders to optimize customer service levels in Surgical Services.

#### Patient Scheduling Coordinator

Delta Corporation - 2008 - 2013

- 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 .
- 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

MS