ROBERT SMITH

Patient Services Assistant

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

SUMMARY

Dependable and energetic team leader with years of patient administration and office management experience for a major physical therapy provider.

CORE COMPETENCIES

Customer Service, Technical Skills.

PROFESSIONAL EXPERIENCE

Patient Services Assistant

ABC Corporation - February 2009 – November 2009

Key Deliverables:

- Performed administrative and clerical duties as assigned in support of the Primary Care Clinics.
- Retrieved and validated patients eligibility data to ensure timely access to medical care.
- Utilized VISTA software to accurately schedule, cancel, and/or update patient demographics.
- Obtained, scanned, and/or reconfirmed MCCR (Medical Care Cost Recovery) related billing information.
- Navigates the Computerized Patient Record System (CPRS) to process patients requests for medication refills.
- Enters timely laboratory and radiology orders requested by physicians using VISTA.
- Adhered to HIPAA/JCAHO standards and VHA directives regarding the access and uses/disclosures of protected health information.

Patient Services Assistant

ABC Corporation - 2006 – 2009

Key Deliverables:

- In the Ambulatory Care Patient Call Center, I provided administrative and clinically designed fast response to veterans seeking care at the Durham VA Medical Center.
- By, assisting callers in a professional and polite manner on a daily bases, coordinated outpatient telephone calls from various individuals.
- veterans, visitors, departments, agencies, staff members, the general public and caregivers calling into the VA Medical Center regarding medical inquiries, eligibility inquiries and scheduling issues, by determining the nature of the call, resolving all administrative issues independently.
- Ulilized various computer data bases to research, verify, review, modify, scan, and update information on the veterans, in the veterans electronic medical record in CPRS.
- Documented all calls on out telephone log, I participated il the development, and continuous improvement of the program through planning, program development, trainings, and collected data as required.

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- Durham.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- B.S. in Health Care Management - (Southern Illinois University - Carbondale, IL)

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