

# ROBERT SMITH

## Patient Services Representative/Medical Records

**E-mail:** info@qwikresumc.com

**Phone:** (0123)-456-789

### SUMMARY

Enthusiastic and courteous professional receptionist, skilled in building relationships, organizing information and prioritizing assignments. Recognized for achieving customer satisfaction for prior employers and looking forward to accomplishing similar future results in this new position.

### SKILLS

Answering Phones, Ability To Multi-Task, Electronic Medical Records, Basic Computer , Basic Computer, Customer Service, Communication.

### WORK EXPERIENCE

#### **Patient Services Representative/Medical Records**

ABC Corporation - March 2016 – Present

- Manages a caseload of patients regarding the therapy compliance and coordination of patient supplies and delivery needs.
- Assists patients in maintaining appropriate inventory levels of all needed supplies and solutions and monitoring usage.
- Schedules deliveries and pickups of equipment and supplies. Generates delivery tickets for all deliveries and pickups.
- Collaborates with warehouse staff to schedule cost efficient deliveries that simultaneously meet the patients needs.
- Supports clinical staff by retrieving on-going patient related information.
- Faxes and or communicates patient related information to physicians as needed.
- Documents contact with patients and other members of the healthcare team.

#### **Front Desk Receptionist/ Manager**

ABC Corporation - October 2015 – February 2016

- Responsibilities I welcome visitors by greeting them, in person and on the telephone.
- I answer and screen calls for 50 clients and then transfer to the appropriate party.
- Direct visitors by maintaining client directories and giving instructions.
- Whenever a new client shows interest I am responsible for getting that client to sign a lease for one of our suites.
- I also take rent checks every month to deposit and keep track of our invoicing.
- Effectively communicates with doctors to deliver excellent patient care and experience.
- Demonstrates courtesy and helpfulness towards patients and their families.

### SCHOLASTICS

- High School Diploma - (Us Grant High School)Certificate in Good Manufacturing Practice 101 - (GMP Institute)