

Robert Smith

Patient Services Representative

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

Seeking a position where both my professional experience and education can develop and promote a positive work environment. Possesses the ability to work in a fast paced environment at a collegial and independent level. Ability to capture and gather data within multiple industries (legal, hospitality management, medical environments) to best satisfy the company in accomplishment of its goals.

SKILLS

Microsoft Office, IDX, All Scripts, Customer Service Experience

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

WORK EXPERIENCE

Patient Services Representative **ABC Corporation - 2010 - Present**

Responsibilities:

- Patient services representative serve as a liaison between patients and clinical staff, communicate sensitive information clearly, confidentially, and effectively.
- Serve as back up to balance patient service representative cash drawers for account specialist and bill coding.
- Creatively identifies, reports, and resolves problems regarding registration to appropriate individuals.
- Departments act as a team resource to keep all members organized and up to date with current policies and scheduling procedures.
- Effectively manage time and ability to prioritize needs based on urgency.
- Update patient demographic information, and insurance to ensure a smooth registration process.
- Collect all patient demographics necessary to complete patient appointment.

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Pharmacy Specialist/Lead **ABC Corporation - 1998 - 2001**

Responsibilities:

- Pharmacy specialist/lead provided guidance to insured callers with accurate policy information.
- Proven ability to give positive customer service to patients and clients.
- Collect co-payments and attach them to patient visits via check, cash and/or credit card.
- Answers and triages calls and voicemail, directing to appropriate individuals or departments.
- Coordinates referral management with clinic staff and providers to ensure optimal access to specialty care.
- Gathers information for accurate documentation of calls and enters into the proper database.
- Routes calls to appropriate clinics, answering service, and/or others as appropriate.

Education

High School Diploma - 1984(ARMSTRONG HIGH SCHOOL - Richmond, VA)