

Robert Smith

Phone (123) 456 78 99

Email: info@qwikresume.com

Website : www.qwikresume.com

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

Patient Services Representative

SUMMARY

To Obtain a position within a medical office that will utilize my skills, knowledge, and abilities to their full potential. To obtain a position as a Physical Therapist. Expanding and strengthening my knowledge and abilities. Eager to learn new skills and to work as part of a team.

SKILLS

Receptionist, Bilingual, Microsoft Office, Communications, Customer Service

WORK EXPERIENCE

Patient Services Representative

ABC Corporation - August 2014 - Present

- Provide high-quality customer service to greet and register clinic patients and families.
- Uphold strict hipaa standards when sending notes and correspondence to patient care teams, maintain and update patient charts and communicate with patients about clinic and outpatient appointments.
- Coordinating with other clinics and outpatient departments to facilitate patient care.
- Utilize centricity and Allscripts software to schedule patient appointments, complete registration, maintain charts and leave messages for the clinical staff.
- Performance of diversified administrative and secretarial work in support of the department.
- Collaborate with staff as well as utilize independent decision making daily.
- Create and make use of excel spreadsheets to track patient information and their personalized clinical team.

Patient Services Representative

ABC Corporation - March 2014 - June 2014

- Manages Microsoft calendar to handle information received and sustain customer relations.
- Organizes breakfasts, lunches and various events with medical and pharmaceutical representatives.
- Facilitates medical office functions internal sales, customer relations, scheduling, and inventory management.
- Correspond to patients through emails for appointments, directions, questions, etc.
- Answering multiple phone lines in order to schedule appointments for new and established patients.
- Verifying, calculating benefits for estimated liability owed by the patient.
- Running and completing the end of day reports for billing and procedure code charges.

EDUCATION

Associates in Arts And Planning - (OAKTON COMMUNITY COLLEGE - Des Plaines, IL)