Robert Smith

Patient Support Associate

CONTACT DETAILS

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PERSONAL STATEMENT

Experienced Patient Support Associate professional pursuing a fulltime position within a respected and reputable company. Seeking a position that will utilize my existing skill set to provide a company and its associates with positive change and dependable assistance.

WORK EXPERIENCE

Patient Support Associate

ABC Corporation - November 2003 – January 2005

Responsibilities:

- Represented Evanston Northwestern Healthcare in providing exceptional healthcare services to patients.
- Served as liaison between doctors, practitioners, and patients.
- Built strong rapport and maintained professional and interactive relationship with clients, doctors and practitioners team members, insurance company representatives, and other hospital staff.
- Oversaw front office activities, resolved client questions and concerns, scheduled appointments, and collected high volume of patient co-pays.
- Consistently communicated with insurance companies, interpreting insurance policy for accurate billing and hospital bill payment.
- Trained new team members.
- Versed in HIPPA regulations and patient confidentiality procedures.

Patient Support Associate

Delta Corporation - 2002 – 2003

Responsibilities:

- Field and route hundred of calls daily to correct administrative and clinical departments after assessing patient needs.
- Greet, register and check-out patients for over thirty physicians and surgeons at an elite Chicago-based orthopedic practice.
- Schedule appointments, procedures, and events at several clinical locations in the greater Chicagoland area.
- Work in self-directed environment, taking care of patients.
- Take part in providing meal service and transportation to patients upon discharge.
- Provide a clean, safe and pleasant environment to meet quality patient care.
- Transport patients and assist medical team in sliding patients on and off beds; moving them to and from special services, treatment areas, and .

Education

Masters Of Public Administration

SKILLS

Planning Skills, Customer Service.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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