





**INTERESTS** 

🖈 Surfing









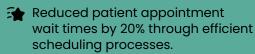


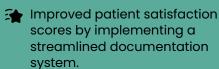
Martial Arts

English Dutch

Mandarin

## ACHIEVEMENTS





# CHARLOTTE HARRIS

### **Practice Support Specialist**

Support@qwikresume.com 

(123) 456 7899 

Los Angeles

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Los Angeles

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www.qwikresume.com

# PROFESSIONAL SUMMARY

With ten years of experience as a Practice Support Specialist, I excel in enhancing operational workflows and ensuring seamless patient interactions. My expertise encompasses documentation management, appointment coordination, and effective communication with multidisciplinary teams to optimize service delivery and patient satisfaction. I am dedicated to driving improvements that elevate practice efficiency and patient care.

# **⊕** \

### **WORK EXPERIENCE**

### **Practice Support Specialist**

Mar / 2018-Ongoing

#### **Quantum Solutions LLC**

₮ Phoenix, AZ

- 1. Welcomed patients and families, registering and verifying necessary information including insurance eligibility.
- 2. Scheduled and coordinated patient appointments, ensuring proper authorizations are in place.
- 3. Facilitated referrals and follow-up appointments, enhancing continuity of care.
- 4. Managed incoming calls, providing accurate information and directing inquiries appropriately.
- 5. Maintained effective communication with patients and healthcare teams to streamline service delivery.
- 6. Processed patient documentation, ensuring compliance with healthcare regulations.
- 7. Provided insurance quotes to patients, clarifying coverage and out-of-pocket costs.

#### **Practice Support Specialist**

# Mar / 2015-Mar / 2018

#### Lakeside Apparel Co

📮 Chicago, IL

- 1. Checked in and out patients for Hematology and Oncology services, scheduling follow-up appointments as needed.
- 2. Managed patient records, ensuring accuracy and compliance with HIPAA regulations.
- 3. Performed insurance verification and coordinated patient benefits to facilitate access to care.
- 4. Handled a high volume of phone calls, efficiently addressing inquiries and scheduling appointments.
- 5. Collaborated with healthcare providers to track and assign hospital consultations.
- 6. Assisted patients in understanding their insurance benefits and navigating healthcare services.

## **EDUCATION**

### Bachelor of Science in Health Administration

Mar / \_Mar / 2012 2015

#### University of Health Sciences

**耳** Denver, CO

Focused on healthcare management principles, patient care systems, and operational efficiency.