



# CHARLOTTE HARRIS

## Practice Support Specialist

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com

### 💡 SKILLS

Documentation Management



Client Relationship Management



Data Organization



Analytical Skills



Interpersonal Skills



Appointment Coordination



### 📌 INTERESTS

★ Surfing

🌐 Martial Arts

👥 Community Service

👤 Blogging

### 👊 STRENGTHS

⌚ Patience

🏔️ Perseverance

📅 Planning

⚙️ Positivity

### 🗣️ LANGUAGES



English



Dutch



Mandarin

### 🏆 ACHIEVEMENTS

★ Reduced patient appointment wait times by 20% through efficient scheduling processes.

★ Improved patient satisfaction scores by implementing a streamlined documentation system.

### 👤 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 / 2012 – Mar / 2015

University of Health Sciences

📍 Denver, CO

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