



# MIA TAYLOR

## Patient Registration Clerk

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### PROFESSIONAL SUMMARY

Dedicated Patient Registration Clerk with 5 years of experience in efficiently managing patient intake and registration processes. Proficient in utilizing electronic health record systems, ensuring accuracy in patient data, and delivering exceptional customer service. Eager to enhance patient experiences through effective communication and organization.

### WORK EXPERIENCE

#### Patient Registration Clerk

Quantum Solutions LLC

📅 Apr / 2021-Ongoing

📍 Phoenix, AZ

1. Greeted and registered patients, ensuring a seamless check-in experience.
2. Managed patient inquiries and resolved issues promptly, fostering positive relationships.
3. Maintained and updated patient records in compliance with HIPAA regulations.
4. Monitored appointment schedules and coordinated with medical staff for effective patient flow.
5. Provided information on services and assisted patients with insurance verification.
6. Conducted follow-up communications to confirm appointments and gather feedback.
7. Collaborated with healthcare teams to enhance overall patient care and service delivery.

#### Receptionist Clerk

Lakeside Apparel Co

📅 Apr / 2020-Apr / 2021

📍 Chicago, IL

1. Answered multi-line phone systems, addressing patient questions and scheduling appointments.
2. Processed patient referrals and ensured accurate data entry into electronic systems.
3. Tracked and ordered medical supplies, maintaining inventory levels for efficient operations.
4. Facilitated the onboarding process for new patients by preparing orientation materials.

### EDUCATION

#### Associate of Applied Science in Health Information Technology

City College

📅 Apr / 2019 - Apr / 2020

📍 Chicago, IL

Focused on health data management, patient privacy, and electronic health records.

### SKILLS

Patient-centric Customer Service



Record Keeping



Basic Accounting



Email Management



Front Desk Operations



### INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

### STRENGTHS

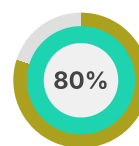
🔍 Criticality

☰ Detail-oriented

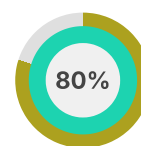
🤝 Diplomacy

😊 Enthusiasm

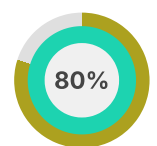
### LANGUAGES



English



Italian



Russian

### ACHIEVEMENTS

- ★ Streamlined patient registration process, reducing wait times by 30%.
- ★ Achieved a 95% patient satisfaction rating through effective communication and support.