



JAMES CLARK

Referral Coordinator

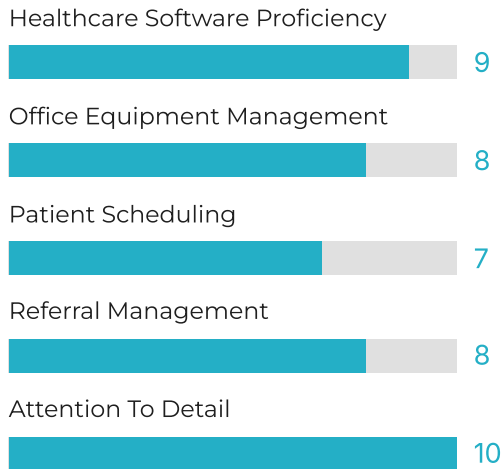
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📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS



🚀 INTERESTS

🔧 DIY Projects ✂️ Crafting

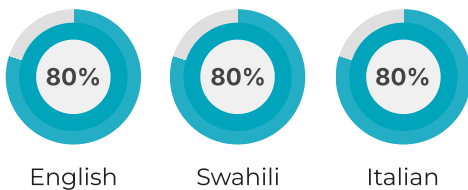
🧘 Meditation 🏛️ History

👤 STRENGTHS

🌱 Humility 💡 Innovation

👁️ Insightfulness ✅ Integrity

🗣️ LANGUAGES



🌟 ACHIEVEMENTS

- 🌟 Streamlined referral processes, reducing patient wait times by 30%.
- 🌟 Achieved a 95% authorization approval rate through diligent follow-ups.

👤 PROFESSIONAL SUMMARY

Dedicated Referral Coordinator with 7 years of experience in efficiently managing patient referrals and securing necessary authorizations. Skilled in liaising with healthcare providers and navigating insurance intricacies to enhance patient care. Passionate about improving referral workflows and ensuring timely access to specialized services.

👤 WORK EXPERIENCE

Asst. Referral Coordinator Jan / 2020-Ongoing
Maple Leaf Consulting Toronto, ON

- Facilitated timely processing of patient referrals and authorizations, ensuring adherence to insurance guidelines.
- Collaborated with healthcare professionals to interpret benefits and navigate complex insurance policies.
- Provided exemplary customer service by addressing inquiries from patients and insurance companies.
- Documented and tracked referrals in the EMR system, maintaining accurate patient records.
- Established communication channels with regional healthcare providers to streamline referral processes.
- Managed requests from a panel of 8 physicians, optimizing the workflow for specialty referrals.
- Engaged with insurers to verify patient coverage and secure approvals for necessary treatments.

Referral Coordinator Jan / 2018-Jan / 2020
Lakeside Apparel Co Chicago, IL

- Referral Coordinator, Pain Care Specialist, Salem, OR, Nov 2014 - Current
- Created new patient profiles and updated demographic and insurance information in the system.
- Ensured compliance with referral guidelines while providing essential information to providers.
- Contacted insurance companies for benefits verification and facilitated the acquisition of medical records.
- Assisted patients in navigating healthcare challenges, advocating on their behalf when necessary.
- Collaborated with healthcare providers to resolve referral issues, resulting in a 20% decrease in referral denials.
- Implemented a tracking system for referrals, increasing follow-up rates by 35% and improving patient outcomes.

👤 EDUCATION

Associate of Applied Science in Health Information Technology Jan / 2016 Jan / 2018
Oregon Institute of Technology Phoenix, AZ

Focused on managing health information systems and patient data.