AMELIA MOORE

Lead Registration Specialist





PROFESSIONAL SUMMARY

Accomplished Lead Registration Specialist with 7 years of experience in optimizing patient registration and ensuring compliance with healthcare regulations. My expertise in managing insurance verifications and enhancing patient interactions has driven significant improvements in operational efficiency. I am committed to fostering a supportive and patient-centered environment within healthcare teams.

WORK EXPERIENCE

Lead Registration Specialist

math Apr / 2020-Ongoing

Maple Leaf Consulting

Toronto, ON

- 1. Verified and created claim numbers by collaborating with various insurance companies to ensure accuracy.
- 2. Managed incoming and outgoing calls, recording messages with precision while providing exceptional customer service.
- 3. Maintained an organized and welcoming reception area, enhancing patient experiences.
- 4. Scheduled appointments and registered patients efficiently, ensuring compliance with healthcare standards.
- 5. Verified appointment times with patients professionally, fostering trust and reliability.
- 6. Effectively managed a multi-line phone system, greeting all patients warmly.
- 7. Prepared patient charts, pre-admission, and consent forms accurately as needed.

Registration Specialist

m Apr / 2018-Apr / 2020

Cactus Creek Solutions

Phoenix, AZ

- 1. Registered patients accurately and efficiently, maintaining data integrity.
- 2. Scheduled appointments and verified insurance information, ensuring compliance with protocols.
- 3. Served as a Spanish Interpreter, facilitating communication for Spanish-speaking patients.
- 4. Operated a multi-line phone system, effectively managing patient inquiries.
- 5. Engaged with clients in crisis situations, providing support and guidance.
- 6. Updated demographic information in the Cerner System with meticulous attention to detail.

EDUCATION

Bachelor of Science in Health Administration

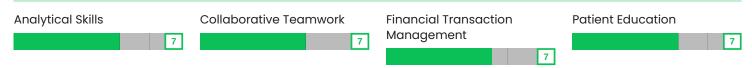
m Apr / 2016-Apr / 2018

University of Health Sciences

Toronto, ON

Focused on healthcare management principles and patient care processes.

SKILLS



ACHIEVEMENTS



📤 Increased patient satisfaction scores by 25% by implementing a streamlined appointment scheduling system.

🚰 Successfully managed over 5,000 patient registrations annually, ensuring accurate data entry and compliance.