ROBERT SMITH

Schedule Coordinator-Appointment

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Reliable and hard-working warehouse operator committed to getting the job done as quickly, efficiently, and safely as possible with no errors. Demonstrated ability to build efficient, reliable teams that work together to achieve goals and exceed expectations.

EXPERIENCE

Schedule Coordinator-Appointment
ABC Corporation - JUNE 2011 – JULY 2012

- Collaborating with organizations and survey teams to schedule upcoming surveys for nationally recognized Accreditation.
- Coordinated travel arrangements including flight, car rental, hotel accommodations as well as creating information agendas for surveyors and organizations.
- Constant communication with the hospital and ambulatory surgery center administrators and executives for proper coordination and preparation for the survey.
- Investigating credentials and privileges of surveyors per AAAHC and Medicare standards.
- Monitoring Medicare Deemed Status organizations and developing monthly correspondence to the Headquarters.
- Collaborated with AAAHC accounting department and several company vendors to ensure proper services.
- Responsible for full training of new employees in accreditation services positions.

Schedule Coordinator
ABC Corporation - 2006 – 2011

- Scheduled patient appointments and managed care related to their healthcare needs, worked in a busy office setting.
- Communicated directly with Clinical staff to address patient care, assisted patients with understanding how their insurance worked so they could better manage their own care in the future; maintained excellence in customer service, as we built relations with community partners.
- Transportation Specialist Facilitated patient transportation within our campus for a fluctuating number of patients and their children.
- Kept open lines of communication and worked closely with a number of different staff to ensure the patient needs were met, delegated duties as needed.
- House manager Supported and monitored patients in a residential chemical treatment center, offered parenting support and emotional

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encouragement.
- Conducted new patient intakes, and completed paperwork, created files, oriented patients to the facility, observed patients self-administer medication, transported as needed.
- Documented all interaction, de-escalated situations as needed, redirected patients to separate confines of the center and maintained safety protocol, safety board member, trained new staff members on a regular basis.

EDUCATION

- BA in Business - 2013(University of Phoenix - Birmingham, AL)

SKILLS

Microsoft Office, ICIMS, Taleo Business Edition, ESS & E-Verify, Peoplesoft, Talentwise, Order Procurement Software, HRIS, Concur.