



- Assisted in the training of new employees, regarding clock in and clocking out times, access cards, visitor passes, time sheets and general work procedures and company policies

Feb 2013 – Feb 2014

Daytona

Junior Receptionist at Dove Medical Clinic

Proofread and type up to 20 insurance contracts per day with an average typing speed of 80 words per minute.

- Manage the front desk in areas of computerized processes utilizing E-Clinical
- Conduct scheduling, billing and collections, medical records and insurance claims activities
- Transfer patient's paper charts to electronic charting and CRM systems
- Train junior reception clerks in all areas of front desk management and patient relations
- Ensure open lines of communication between patients, staff and physicians
- Answer phones and direct callers to relevant departments
- Give feedback to patients and staff regarding progress of test results and prescription deliveries
- Conduct patient registration, checking /checkout and direct families to waiting rooms
- Responsible for patient reminder calls, appointment booking, payment processing / co-payments, referrals, lab ordering, as well as insurance verification
- Handle office equipment for example multi-lines consoles, fax machines, scanners, and credit card machines

Education

May 2012 – Nov 2012

Indianapolis

Lincoln Technical College

Medical Receptionist Certificate

Jan 2010 – Feb 2011

San Diego

Purdue University Global

Diploma in Healthcare Administration

Course Curriculum:

- Healthcare research methods
- Organizational behavior and communication
- Teamwork in healthcare organizations
- Information technology in healthcare
- Healthcare economics
- Risk management

Internships

Feb 2010 – May 2011

Seattle

Front Desk Administrator at Seattle North Hospital

Employed as a weekend intern working every second Saturday of the month

- Clerical duties include, typing, copying, manning the switchboard, faxing, emailing and scheduling
- Extensive experience in Windows/Apple OS experience, Office/Outlook and able to type 55 wpm. Handle a PABX system with 120 extensions.