

John Doe

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SUMMARY

- Accomplished in achieving operational efficiency, increasing productivity and reducing operational cost.
- Over 7 years of Emergency Department administration experience.
- Excellent communication, people relations, analytical, planning and implementation skills.
- Team oriented with over 15 years of Quality Assurance and Software Testing experience.
- Proficient in Microsoft Office Word, Excel, PowerPoint and Access.

EDUCATION

University of Baltimore – Baltimore, MD May 2021
Master of Science: Health Systems Management GPA: 3.56

University of Baltimore – Baltimore, MD May 2017
Bachelor of Science: Health Systems Management GPA: 3.54

HEALTHCARE EXPERIENCE

Medstar Harbor Hospital, Baltimore, MD **07/2017-Present**
Patient Access Associate

- Efficiently interviews approximately 42 patients daily to process ED registration and demographic information.
- Achieves 100% accuracy on patient registration and insurance data.
- Improved the registration procedures by 16% working with supervisor to consolidate duplicate registration.
- Trains new associates on admission/registration software and procedures.
- Conveys pertinent patient information to ancillary departments as requested.

Patient Access Specialist II **07/2016-06/2017**
Johns Hopkins Dermatology Access Center, Baltimore, MD

- Processed incoming calls in the Centralized Access Center for the four satellite locations averaging over 100 calls daily.
- Handled Insurance verification and demographic information as needed to schedule appointments efficiently and accurately.
- Acted as the senior scheduler responsible for training Level 1 schedulers on the complexity of multi tiered cosmetic procedures.
- Manipulated the templates which allowed the ability to open the schedule for the cosmetic surgery schedule to add or delete appointments.

Patient Service Coordinator **09/2015 -05/2016**
Johns Hopkins Department of Dermatology and Cosmetic Center

- Assisted with greeting patients, scheduling and registration of patient appointments and securing insurance authorization for complex surgical procedures.

- Organized travel arrangements for patients in need, scheduled appointments using a multi line telephone system with high call volumes averaging over 100 calls daily.

Office Service Clerk

10/2014-11/2016

State of Maryland, Baltimore, MD

- Greeted and assisted walk-in applicants with completion of applications.
- Checked the status of applications, responsible for generating, and processing correspondence sent to applicants.
- Answered high call volumes averaging over 100 calls daily, and processed 60 applications daily.

Unit Secretary

05/2013-10/2014

Sheppard Pratt Hospital, Baltimore, MD

- Assisted with compiling census of patients, entering diagnosis codes into databases.
- Ordered unit supplies, operated and maintained office equipment.
- Answered unit calls, scheduled appointments and, arranged transportation to appointments.
- Prepared patients charts and responsible for discharging patients from database.
- Distributed mail for the unit to staff such as the unit manager, doctors and patients.

St. John's Episcopal Hospital, Far Rockaway, NY

03/2012-04/2013

Nuclear Medicine Technologist

- Consistently operated diagnostic imaging equipment to diagnose and treat diseases.
- Prepared radiation emitting radiopharmaceuticals which indicated the presence of disease, based on metabolic changes in the patient's body.
- Proficient in Quality Control, Radiation Safety, Radioactive materials reception/disposal.
- Consistently and efficiently conducted Patient scheduling, Diagnosis image processing, and presentation.
- Proficient in the following imaging protocols: Skeletal, Respiratory, Infection/Oncology, Cardiovascular, Endocrine, Hepatobiliary, and Pediatric Studies.