NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Medical Receptionist- Company / Location
2020 to present

- Welcomed over 100 patients per shift and helped them check into appointments.
- Maintained and organized digital patient records, reducing office expenses by 20%.
- Wrote 300 reminder cards per week to communicate crucial medical data.
- Kept a visitor log to ensure the safety of all resident patients.
- Fielded and redirected calls for five different lines daily.

Hospital Front Desk Receptionist - Company / Location
2018 to 2022

- Directed patients to and from appointments in the emergency room.
- Provided assistance to patients by explaining doctor instructions.
- Answered the main desk phone and redirected calls when necessary.
- Managed payment and insurance information for over 1,000 patients.
- Maintained the cleanliness of the front desk and neighboring areas.

Project Experience

- Reduced Wait Time: improved patient flow through the emergency room.
- Keep Our Hospital Clean Project: organized an event to reduce waste in the workplace.
- Blood Drive: scheduled patient appointments and blood type tests.

Education

DEPARTMENT - SCHOOL
MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL
May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Electronic Medical Records (EMR)
- Conflict resolution
- Medical insurance plans (HMO/PPO)
- Patient scheduling
- Time management
- Communication efficiency
- Information management

Licenses & Accreditations

Licenses Licenses & Accreditations

- HIPAA training
- Certified Medical Office Manager (CMOM)
- Certified Clinical Medical Assistant (CCMA)