

Charlene Ellis
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Profile

Resourceful and energetic medical receptionist with eight years of experience in clinical and hospital settings. Proven ability to efficiently deal with all aspects of front office duties in a medical environment. Friendly and professional when assisting patients. Effective in handling office and administration tasks in a busy hospital or practice with over 100 physicians.

Professional Experience

Medical Receptionist, Mobile Central Hospital, Mobile, AL

December 2015 - Present

- Check-in and check-out patients and ensure that all paperwork is correctly filed
- Contact insurance companies on behalf of patients
- Schedule and register patients to ensure minimum waiting time and increased patient satisfaction
- Answer over 60 telephone calls a day and deal with face-to-face inquiries in a friendly and efficient manner
- Maintain records for the cancer patient program for 200+ patients ensuring the accuracy of data and contacting patients for follow-up consultations and tests

Medical Receptionist, Mobile Health, Mobile, AL

July 2012 - November 2015

- Implemented a new patient records system that increased information accuracy by 17% and cut labor time by 12%
- Registered new patients and captured all the required personal information
- Greeted and checked in patients for scheduled appointments
- Maintained appointment schedules for seven physicians in the practice
- Ordered office and medical supplies as required and negotiated rates with vendors to cut costs by 27%

Education

High School Diploma

JEFFERSON HIGH SCHOOL Mobile, AL September 2008 - June 2012

Key Skills

- Data entry
- Organized and punctual
- Friendly and professional
- MS Office

Certifications

HIPAA Record-Keeping Certification

Mobile Alabama Health Association, 2018