

# Resume 1012

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## OBJECTIVE:

Dedicated healthcare administrative professional with over a decade of experience in medical reception, patient scheduling, insurance verification, and patient/family support across ophthalmology, hospice, and long-term care settings. Seeking to bring strong organizational skills, attention to detail, and a patient-focused approach to a Medical Receptionist or Patient Services role within a busy healthcare practice.

## SUMMARY OF QUALIFICATIONS:

- Over 15 years of experience in medical office administration, patient scheduling, and front-desk operations in high-volume specialty practices
- Skilled in insurance verification, copay/coinsurance and deductible explanation, self-pay, collections, and balancing daily batches
- Program familiarity: All Scripts, NextGen, Clearwave Software, Healthy Net, Microsoft Office (Word, Excel, Outlook), and email platforms
- Experienced in scheduling and coordinating appointments, referrals, triages, and post-operative and follow-up care in a call-center environment
- Proficient in maintaining & scanning medical records, chart notes, lab reports, & HIPAA-compliant release forms
- Strong background in patient and family support, volunteer coordination, and community outreach within hospice and long-term care settings
- Excellent customer service, multitasking, & communication skills, with a reputation for accuracy & follow-through

## PROFESSIONAL EXPERIENCE:

09/2022 – 08/2026

### *Medical Receptionist*

OCLI Vision (Previously OAWNY and RCWNY), Niagara Falls, NY

- Booked new patient appointments – retinal tears, retinal detachments, lasers, injections, follow up appointments, 6-12 month exams, FA's, post-operative appointments.
- Insurance Verification, self pays, deductible, copays and collection of back balances, balancing batches.
- Explaining deductibles, copay and coinsurance, surgical copays.
- Scanning notes, disability paperwork, lab reports, new patient notes from other providers, b-scans
- Faxed current chart notes, filled out return to work notes from disability, printed notes for nursing home patients, proof of today's visit for medical providers, gave information on surgical coordinator and printing surgery paperwork, made appointment with referring doctors for patients and giving their information.
- Requested Davant Records after helping patients fill out HIPPA release forms.
- Filled out daily collection reports.
- Worked in the call center to reschedule appointments, documented triages and followed up with patients including booking emergency appointments, taking triages from referring doctors and follow up with plan for patient, scheduling new patient referrals, faxed notes from the most recent doctor's appointment to mutual doctors.
- Booked patient appointments with doctor, Visual Fields, OCT, Fundus Photos all on the same day.

01/2018 – 09/2022

### *Volunteer Services Coordinator*

Niagara Hospice, Lockport, NY

- Recruited, trained, supervised and maintained effective and comprehensive volunteer base to provide services to patients and families.
- Assisted with special event fundraisers such as memorial events, butterfly release, grand fondo bike race, 5K and Mighty Niagara Half Marathon, Spring Bouquet Sale, Christmas Light of Life, Brick Dedication, Cocktails and Cash, Jack Beatty Memorial Cruise and Clambake.
- Created and maintained medical records and employee files to include the following: training certification, history & physical, in-services, pet information for therapy dogs, vaccine records to include COVID and PPD (Coordinating PPD appointments and followed up with nursing).
- Aided Hospice House and Administration receptionist in coverage.
- Coordinated welcome totes for new patient delivery, printing of admission packets, and deliveries of supplies to patients and families.
- Facilitated bereavement mailings and phone calls for initial, 3 month, 6 month, 12 month and 13 month.

- Oversaw Camp Hope application process, training, making of bears and pillows along with yellow roses for bereaved family members, and Camp Hope reunion and yearbook.
- Managed and planned activities for Hospice House patients and designed a monthly activities calendar.
- Arranged special trainings for the Vigil Team, Veterans Program, Pet Therapy and Alzheimer's Organization.

01/2015 – 11/2016      **Caregiver / Owner**

Helping Hands Compassion Care, Sanborn, NY

- Performed customer service activities such as answering client inquiries, setting up / performing interviews, client intake such as application to include medical history, social history, spiritual history, emotional history, medication list, and service agreement and needs assessment.
- Conducted marketing projects such as vendor shows, flyers, business cards and community outreach.
- Housekeeping duties, meal preparation, transportation services, laundry, errand services, medication reminders, provide stabilization and assistance with walking, help in and out of shower, ADLs and companion care.

03/2010 – 01/2014      **Activities Director**

Guildcare (Previously Lighthouse Guild), Buffalo, NY

- Completed initial activity assessment on all patients, care plans and mini mental state exams.
- Designed and implement monthly activities calendar to include outings, entertainment, special events, pet visits, community service projects and cultural diverse programs.
- Hired and supervised staff.
- Developed and maintained activities budget.
- Planned and implemented daily schedules for groups, transportation, CNA coverage, lunch, and translation for Russian and Spanish speaking patients.
- Assisted social work with discharge planning and paperwork case management.
- Supported outreach team with welcome packets, health fairs, community events and developmental disability days.
- Aided nursing and other disciplines with chart audits for quality assurance.
- Worked in collaboration with program director and registrant council officers to implement changes to improve overall quality of the program.

## **EDUCATION:**

***Adult & Pediatric First Aid / CPR / AED Certification – Valid through 2028***

American Red Cross

***Bachelor's Degree – Recreation & Leisure Studies***

SUNY Brockport, Brockport, NY