

# ROBERT SMITH

## Patient Advocate

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

To obtain a position where I can apply my skills in any health care facility, with an opportunity to promote within the company.

### CORE COMPETENCIES

Microsoft Office, Personnel Management, Process Improvement, Training & Development, Case Management, Health Education, Sales, Report Preparation, Records Management, Conflict Management, Project Management, Advocacy, Electronic Medical Records, Recruiting.

### PROFESSIONAL EXPERIENCE

#### Patient Advocate

**ABC Corporation - February 2012 – November 2014**

##### Key Deliverables:

- Interview patients or their representatives to identify problems relating to care.
- Coordinate communication between patients, family members, medical staff, administrative staff, or regulatory agencies.
- Maintain knowledge of community services and resources available to patients.
- Refer patients to appropriate health care services or resources.
- Investigate and direct patient inquiries or complaints to appropriate medical staff members and follow up to ensure satisfactory resolution.
- Explain policies, procedures, or services to patients using medical or administrative knowledge.
- Collect and report data on topics such as patient encounters and inter-institutional problems, making recommendations for change when appropriate.

#### Patient Advocate

**MEDICAL CAPITAL RECOVERY - 2007 – 2012**

##### Key Deliverables:

- Determined coverage options at the emergency room for patients without health insurance.
- Third party collector for hospital.
- Called insurance companies to verify coverage.
- Screened patients over the phone and at the emergency room for government assistance with medical payments.
- Called OAG (Crime Victims Dept.) and local office to follow up with patients application process.
- Worked on Medicaid, Medicare, CHIP, Crime Victims, A&D, SSI and RSDI cases.
- Managed an average of 50 accounts per day..

### EDUCATION