

# Tailored CV for Patient Access Supervisor

Mercyhealth - Crystal Lake, Illinois

## Professional Summary

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With over 40 years of experience in healthcare administration and team leadership, I bring a proven track record of excellence in patient access management, staff supervision, and process improvement.

## Key Strengths

- Patient Intake & Triage
- Scheduling
- Insurance Verification
- Multi-line Phone Systems
- Patient Flow Management
- Training & Onboarding
- Performance Evaluation
- Staff Development
- Policy Implementation
- Mentorship & Coaching
- Transaction Coordination
- Business Development
- Healthcare Scheduling Software
- Microsoft Office Suite
- Customer Service Platforms
- Managed patient flow (60-80/day)
- Triage patients
- Process new patient paperwork
- Charting and filing

- Insurance verification
- Led and mentored real estate team
- Developed training programs
- Implemented business strategies
- Team leadership and coordination
- Event planning and management
- Volunteer coordination
- Managed high-volume office operations
- Verified insurance
- Scheduled appointments
- Supervised staff
- Cross-department coordination
- Scheduling patient appointments
- Insurance reconciliation
- Referral processing
- HIPAA Compliance
- Medical Records Management
- Process Improvement
- Property Management
- Market Analysis
- Records Management Systems
- Managed client relationships
- Oversaw property transactions
- Project management
- Process improvement
- Chart analysis
- Prescription management
- Coached team members
- Content development
- Client Relations
- Multi-location support
- Team Leadership

- Real Estate CRM Systems
- Community engagement

## **Professional Experience**

### **Front Desk / Veterinary Assistant (January 2023 - February 2024)**

- Managed patient flow (60-80/day)
- Triage patients
- Process new patient paperwork

### **Supervisor of Front Desk, Call Center, and MRI Scheduling (1999-2002)**

- Managed high-volume office operations
- Verified insurance
- Scheduled appointments

### **Secretary for Family Physicians (1998-1999)**

- Scheduling patient appointments
- Insurance reconciliation
- Chart analysis

## **Additional Qualifications**