

MEDICAL RECEPTIONIST RESUME

74 Fairway Ave. Provo, UT 84606 • your.name@gmail.com • (801) 047-1701

Patient-focused medical receptionist with 4+ years of experience delivering exceptional administrative support in dental and OB/GYN practices. Proven expertise in organizing meetings, scheduling appointments, and maintaining accurate medical records. Adept at implementing policies to improve efficiency and enhance productivity. Skilled in medical terminology, electronic health records, and ensuring 100% accuracy in record management.

Professional Experience

South Fork Dental, Provo, UT

Medical Receptionist, June 20XX–Present

- Deliver effective customer service and administrative support in a busy dental practice, handling a customer intake of 50+ patients daily
- Respond to phone calls, manage insurance pre-certifications, and schedule diagnostic appointments, surgeries, and medical consultations for 250+ patients weekly
- Organize meetings for 4 surgeons, and maintain medical records and correspondence files while transferring correspondence/medical records by mail, email, and fax
- Perform all bookkeeping functions, such as credits and collections, preparing and sending financial statements/bills, and maintaining financial records

Willow Bend OB/GYN, Provo, UT

Secretary, September 20XX–June 20XX

- Welcomed patients, identified their purpose of visit, verified their insurance, and directed them to specific services according to their needs
- Managed cash accounts, including disbursed funds, while keeping accurate records of collections and disbursements
- Streamlined record management system including paper and electronic filing to maintain records of correspondence and patient data with 100% accuracy
- Created methodical call scripts that enhanced appointment scheduling efficiency by 47% while reducing patient wait time up to 20%

Education

Utah Valley University, Orem, UT

Bachelor of Science in Business Administration

Additional Skills

- Proficient in CRM Platforms, Microsoft 365, and Electronic Health Records (EHR) systems including Epic Systems, Cerner, and Athenahealth
- Strong knowledge of dental and OB/GYN procedures, patient confidentiality policies, and insurance providers/coverage
- Office administration, organization, and data entry
- Exceptional interpersonal and communication skills, contributing to a patient-friendly environment