

# Carmen B. Cruz

## Objective

To obtain a challenging position in a company where I can use my abilities to their fullest.

## Experience

2011- 2012 New England Orthopedic Surgeons Springfield, MA

### **Medical Secretary/ Surgical Coordinator**

- Book surgeries for orthopedic surgeon with high patient volume
- Schedule all appointments and pre-operative testing
- Obtain pre-certifications for surgeries as well as any pre-operative testing such as MRI's, CT Scans etc.
- Coordinated surgeons surgical, office and personal schedules
- Responsible for multiple phone lines with high volume
- Acted as the liason between surgeon, hospital, physicians and all other staff
- Prepared surgical billing slips prior to surgery and printed prescriptions
- Data entry of patient demographics
- Performed many other secretarial duties

2008- 2010 Western Mass Gastroenterology Associates Springfield, MA

### **Medical Phone/ Receptionist**

- Triaged and manage high volume of incoming calls
- Obtained high volume of messages and prescription requests
- Obtained incoming hospital consults and page appropriate M.D.
- Data entry of patient demographics
- Scheduled all new patient and follow up appointments
- Templated and manage various physicians schedules
- Performed various clerical duties such as copying, faxing, filing etc.

2006- 2008 Western Mass Medical Group Springfield, MA

### **Medical Secretary/ Receptionist**

- Managed high volume of incoming calls
- Greet, registered, and checked patients in and out
- Data entry of patient demographics
- Computerized appointment scheduling
- Managed physicians schedules
- Verified insurances, and collect co-pays
- Obtained prescription requests and messages
- Performed various clerical duties such as copying, faxing, filing etc.

2005- 2005 Western New England Renal & Transplant Associates Springfield, MA

**Medical Secretary/ Receptionist**

- Managed high volume of incoming calls
- Greet, registered, and check in patients
- Data entry of patient demographics
- Computerized appointment scheduling
- Booked surgical procedures
- Managed physicians schedules
- Verified insurances, referrals and collect co-pays
- Obtained prescription requests and messages
- Performed various clerical duties such as copying, faxing, filing etc.

2004–2005 Holyoke Medical Center (Endocrinology) Holyoke, MA

**Medical Secretary/ Receptionist**

- Managed high volume of incoming calls
- Obtain prescription requests and messages
- Greet, registered and check in and out patients
- Data entry of patient demographics
- Computerized appointment scheduling
- Requested patient information from referring doctors
- Verified insurances, referrals and collected co-pays
- Prepared patients charts and filed loose papers
- Performed various clerical duties such as copying, faxing, filing etc.

2003–2004 Holyoke Health Center Holyoke, MA

**Medical Receptionist/ Switchboard**

- Handled high volume of calls on multiple phone lines
- Greeted and registered patients
- Data entry of patient demographics
- Computerized appointment scheduling
- Verified insurances and collected co-pays
- Prepared patients charts and filed loose papers
- Performed various clerical duties such as mail, copying, faxing, filing etc.



## Education

1998

Adult Educational Center

Springfield, MA

- GED

## Qualifications

- Excellent organizational and customer service skills
- Able to operate multiple phone line systems
- Medical Terminology and computer skills
- Able to prioritize and perform multiple tasks at once
- Able to speak and write Spanish fluently
- Excellent interpersonal skills, able to get along well with others
- Skilled in office procedures

## References

- Averi Purchas L.P.N. (413) 237-0125
- Johanna Rutherford (413) 883-1553
- Brenda Montanez (413) 364-9440
- Elizabeth Rivera (413) 244-3422