

JESSICA TAYLOR

Highly effective and dedicated front desk medical receptionist with over 8 years of experience in multi-physician practices and hospitals. Empathetic and courteous in all dealings with patients. Strong administrative skills, including patient records management, account management, and inventory management.

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PROFESSIONAL EXPERIENCE

FRONT DESK MEDICAL RECEPTIONIST

Miami Central Hospital, Miami, FL
September 2015 - Present

- ◆ Greet all patients and capture their personal, medical, and insurance information
- ◆ Leverage medical coding knowledge and effective communication skills to advocate on behalf of patients with medical insurers and HMDs
- ◆ Use EMR software to manage patient records and files
- ◆ Schedule appointments with secondary providers on behalf of patients
- ◆ Manage office supply inventory and order new supplies as required
- ◆ Assist patients in scheduling non-emergency appointments and surgeries

FRONT DESK MEDICAL RECEPTIONIST

Fort Lauderdale Family Medical
Center, Fort Lauderdale, FL
June 2013 - September 2015

- ◆ Scheduled, rescheduled, and verified patient appointments
- ◆ Maintained a daily appointment schedule for nine general physicians
- ◆ Ordered required diagnostic tests and communicated the results to patients
- ◆ Greeted and checked in all patients

EDUCATION

High School Diploma

Stonehill High School, Fort Lauderdale,
Fort Lauderdale, FL
September 2009 - June 2013

KEY SKILLS

- Effective Communication
- Knowledge of HIPAA Rules and Regulations
- Knowledge of medical terminology, coding, and billing
- Data Entry

CERTIFICATIONS

- ◆ First Aid and CPR: June 2016,
American Red Cross