**Laura Rodriguez**

127 Laurel St

Lancaster, TX

469-805-1497

[Laufrarod@gmail.com](mailto:Laufrarod@gmail.com)

Customer Service Expert | MS Office "Power User" | Professional at All Times | Positive Attitude

Office Skills: Telephone & Front Desk Reception, Customer Service, Filing, Database & Records Management, Executive & Administrative Support, Reports & Spreadsheets, Complaint Handling, Data Entry (75 WPM)

**EXPERIENCE**

**CHILDREN’S HEALTH** 03/2014-05/2018

REFERRAL COORDINATOR, CONTINUCARE

* **EPIC SYSTEM USER**
* Managed all incoming calls and provided required information.
* Gathered information from insurance companies to obtain authorizations for surgery.
* Maintained surgery schedule and update date and time on it.
* Provided all information to patients as per requirement.
* Coordinated with materials manager to complete all surgeon requests.
* Monitored medical charts and received information through clinical staff members.
* Prepared reports for all medical transcriptions and orders.
* Establish and maintain relationships with identified service providers
* Ensure consultation reports are received from the consulting provider to maintain continuity of care
* Proficient with medical terminology and familiar with CPT-4 and ICD-9/10 coding
* Proficient with Microsoft Office applications including Microsoft Word, Excel and Outlook
* Interpersonal effectiveness (emotional intelligence): Understands oneself, effectively manages emotions, listens and communicates with respect, and builds trusting relationships
* Process referrals from primary care providers for specialty and ancillary care in a timely manner, prioritizing the referrals according to defined levels of urgency, scheduling member appointments as necessary and communicating referral information to patients

**A Woman's View Women's Healthcare**  06/2003-03/2014

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**SKILLS**

* Knowledge of basic medical terminology and keyboarding skills. Knowledge of environment of care and infection control policies
* Ability to work independently; ability to respond effectively under stress
* Ability to function independently with minimal supervision within the scope of knowledge and authority of the position
* Detail-oriented with the ability to enter information accurately on paper and into electronic systems
* Excellent organizational skills and attention to detail
* Ability to multi- task in a high paced environment with good organizational skills
* Ability to demonstrate professionalism
* Excellent time management skills including the ability to multitask and prioritize in a fast paced environment
* Excellent written and oral communication skills with ability to communicate effectively with colleagues at all levels of the organization

REFERENCES UPON REQUEST