

Medical Receptionist

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SUMMARY

Front-desk medical receptionist with five years in multi-provider clinics, checking in 80-plus patients a day, verifying insurance and collecting copays accurately, and managing scheduling and phones while protecting patient privacy under HIPAA.

EXPERIENCE

Medical Receptionist, Family Health Clinic

2022 – Present

City, ST

- Check in and register 80 to 100 patients daily across five providers, verifying demographics and insurance in athenahealth before each visit.
- Verify eligibility and collect copays and outstanding balances at the desk, lifting point-of-service collections by 18 percent.
- Manage a multi-line phone system averaging 120 calls a day, triaging clinical questions to nursing and booking same-day appointments.
- Reduced the clinic's no-show rate from 14 to 9 percent by launching a two-touch reminder workflow of text and call.
- Coordinate provider schedules and template overrides to keep wait times under fifteen minutes during peak hours.
- Scan, index, and route incoming records and faxes into the EHR while safeguarding protected health information under HIPAA.

Front Desk Coordinator, Specialty Orthopedic Associates

2020 – 2022

City, ST

- Scheduled imaging, surgical consults, and follow-ups for a three-surgeon practice, coordinating prior authorizations with the clinical team.
- Obtained referrals and authorizations from insurers, preventing roughly 30 claim denials a month at the front end.
- Greeted and registered patients with mobility needs, arranging interpreter and transport services where required.
- Reconciled the daily cash and card batch to zero variance and prepared the deposit for the practice manager.
- Managed the recall and waitlist so cancellations were backfilled the same day to protect provider productivity.
- Trained two new front-desk hires on registration, scheduling templates, and HIPAA-compliant phone handling.

EDUCATION

Medical Office Administration Certificate

2019 – 2020

Community Technical College — City, ST

SKILLS

Patient check-in and registration · Appointment scheduling · Insurance verification · Copay and balance collection · Multi-line phone management · EHR navigation · Referral and authorization · No-show and recall management · HIPAA compliance · Records management · Front-office customer service · Medical terminology