

Jasmine Patel

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SUMMARY

Dedicated and detail-oriented Medical Receptionist with over 5 years of experience in fast-paced healthcare environments. Proven track record in improving patient satisfaction and streamlining operations while managing administrative responsibilities effectively.

EXPERIENCE

Medical Receptionist

Jan 2022 - Present

Sunrise Health Clinic, Los Angeles, CA

- Increased patient appointment retention by 30% through effective follow-ups and appointment reminders.
- Managed over 100 patient records daily with 98% accuracy, ensuring compliance with HIPAA regulations.
- Implemented a new electronic health record (EHR) system that reduced patient check-in time by 20%.

Front Desk Coordinator

Jun 2019 - Dec 2021

Greenwood Family Medicine, Los Angeles, CA

- Streamlined the patient intake process, resulting in a 15% decrease in wait times.
- Trained new staff in office protocols and EHR software, enhancing team efficiency.
- Coordinated with healthcare providers to manage patient scheduling, achieving a 95% appointment confirmation rate.

Receptionist

Aug 2018 - May 2019

Healthwise Clinic, Los Angeles, CA

- Successfully handled multi-line phone systems, averaging 50 calls per day with a 90% first-call resolution rate.
- Assisted in billing and insurance verification processes, reducing claim rejections by 10%.
- Provided exceptional customer service, receiving positive feedback from 85% of patients surveyed.

EDUCATION

Bachelor of Science in Health Administration

May 2018

California State University, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Patient Scheduling, Medical Billing, EHR Management, HIPAA Compliance

Tools & Frameworks: Epic, Cerner, Microsoft Office Suite