

Aisha Patel

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SUMMARY

Detail-oriented Patient Care Coordinator with over 5 years of experience in healthcare administration. Proven ability to enhance patient satisfaction and streamline operations through effective communication and innovative problem-solving.

EXPERIENCE

Patient Care Coordinator

Jan 2022 - Present

HealthFirst Clinic, San Francisco, CA

- Increased patient satisfaction scores by 25% through implementation of a new feedback system.
- Managed scheduling for 15+ healthcare providers, reducing appointment wait times by 30%.
- Trained and supervised a team of 5 junior coordinators, improving workflow efficiency by 20%.

Patient Services Representative

Jun 2019 - Dec 2021

Metro Health System, Oakland, CA

- Developed a patient outreach program that decreased no-show rates by 40%, saving the clinic \$50,000 annually.
- Coordinated communication between patients and healthcare providers, enhancing care continuity.
- Utilized electronic health records (EHR) systems to maintain accurate patient data and streamline workflows.

Medical Office Assistant

Jul 2017 - May 2019

Sunnydale Family Practice, San Jose, CA

- Assisted with patient intake and documentation, improving data accuracy by 15%.
- Implemented a new filing system that reduced retrieval time of patient records by 50%.
- Performed administrative tasks including billing and insurance verification, ensuring timely payments.

EDUCATION

Bachelor of Science in Healthcare Administration

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Patient Management Systems, Electronic Health Records (EHR), Microsoft Office Suite, Data Analysis

Tools & Frameworks: Epic Systems, Cerner, Asana, Slack