

Aisha Patel

aisha.patel@example.com • (555) 123-4567 • Austin, TX • linkedin.com/in/aishapatel

SUMMARY

Dedicated Patient Care Coordinator with over 5 years of experience in optimizing patient satisfaction and care delivery. Proven track record of improving care processes and enhancing communication between patients and healthcare providers.

EXPERIENCE

Patient Care Coordinator

Jan 2022 - Present

HealthFirst Medical Group, Austin, TX

- Improved patient satisfaction scores by 30% through the implementation of a new communication protocol.
- Reduced appointment scheduling errors by 25% by streamlining the scheduling system.
- Managed patient intake processes using Electronic Health Records (EHR) systems, ensuring accurate data entry and compliance with regulations.

Medical Assistant

Jun 2019 - Dec 2021

Wellness Clinic, San Antonio, TX

- Assisted in coordinating care for over 200 patients weekly, ensuring timely follow-ups and adherence to treatment plans.
- Trained new staff on patient management software, improving team efficiency by 15%.
- Developed patient education materials that increased understanding of treatment options, resulting in a 20% increase in treatment compliance.

Patient Services Representative

Aug 2018 - May 2019

CarePlus Health Services, Dallas, TX

- Enhanced front desk operations, decreasing patient wait times by 40% through effective triaging.
- Facilitated communication between patients and healthcare providers, leading to a 25% increase in appointment adherence.
- Utilized CRM tools to track patient interactions and feedback, which informed process improvements.

EDUCATION

Bachelor of Science in Health Administration

May 2018

University of Texas at Austin, Austin, TX • GPA: 3.7

SKILLS

Technical Skills: Patient Management Systems, Electronic Health Records (EHR), Data Analysis, Care Coordination

Tools & Frameworks: Epic, Cerner, Salesforce Health Cloud