

Amina Patel

amina.patel@example.com • (555) 123-4567 • Seattle, WA • linkedin.com/in/amina-patel

SUMMARY

Detail-oriented and compassionate Senior Level Patient Care Coordinator with over 8 years of experience in healthcare management. Proven track record of improving patient satisfaction scores by 25% through effective communication and streamlined processes.

EXPERIENCE

Senior Patient Care Coordinator

Jan 2022 - Present

HealthFirst Medical Center, Seattle, WA

- Increased patient satisfaction rates by 25% through the implementation of a new patient engagement program.
- Reduced appointment scheduling errors by 40% by introducing a centralized scheduling system.
- Managed a team of 5 coordinators, improving team efficiency by 30% with regular training and development sessions.

Patient Care Coordinator

Jun 2018 - Dec 2021

Wellness Health System, Portland, OR

- Streamlined patient intake processes, reducing wait times by 20% and increasing patient throughput.
- Collaborated with interdisciplinary teams to develop care plans that improved patient outcomes by 15%.
- Utilized Epic electronic health record (EHR) system to track patient progress and enhance care coordination.

Medical Office Assistant

Jan 2016 - May 2018

City Health Clinic, Portland, OR

- Maintained patient records with 98% accuracy, ensuring compliance with HIPAA regulations.
- Assisted in the implementation of a new electronic filing system that improved document retrieval times by 50%.
- Facilitated communication between patients and healthcare providers, resulting in a 10% increase in follow-up appointment attendance.

EDUCATION

Bachelor of Science in Healthcare Administration

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Patient Management Systems, Epic EHR, Data Analysis, Care Coordination

Tools & Frameworks: Microsoft Office Suite, Asana, Slack