



Susan Banks

Emergency Room Medical Receptionist

CONTACT

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United States, Ventura, CA

EDUCATION

2011 - 2015

Associate of Science in Medical Office Administration

Ventura Community College, United States

Certified Medical Administrative Assistant (CMAA)

2022

Basic Life Support (BLS) Certification

2021

PROFESSIONAL SUMMARY

Compassionate and detail-oriented Emergency Room Medical Receptionist with over 9 years of experience in fast-paced healthcare environments. Proven ability to efficiently manage patient registrations, triage needs, and facilitate communication between patients and medical staff. Adept at handling high-stress situations with professionalism and empathy.

EXPERIENCE

Emergency Room Medical Receptionist 2019 - Now City Hospital, United States, Ventura, CA

- Efficiently manage patient check-ins and registrations for an average of 150 patients daily in a high-volume emergency department.
- Triage incoming patients based on urgency and communicate necessary information to medical staff to ensure timely care.
- Verify patient insurance information and facilitate payment processing for co-pays and outstanding balances.

Medical Receptionist 2017 - 2019 Green Valley Urgent Care, United States, Ventura, CA

- Coordinated patient scheduling and managed a busy front desk, ensuring seamless operations in a fast-paced urgent care clinic.
- Assisted with insurance verifications and processed patient billing inquiries to ensure accurate financial transactions.

Administrative Assistant 2015 - 2016 Sunnydale Family Practice, United States, Ventura, CA

- Provided administrative support, including managing phone calls, scheduling appointments, and maintaining patient files.
- Assisted with patient intake processes, ensuring accurate data entry and adherence to office protocols.

★ SKILLS

Patient Registration & Triage	★★★★★
Medical Terminology & Coding	★★★★★
Electronic Health Records (EHR)	★★★★★
Insurance Verification & Billing	★★★★★
Customer Service Excellence	★★★★★
Multitasking in High-Pressure Environments	★★★★★