

Medical Office Administrator

Jessica Wells

Professional summary

Motivated and detail-oriented medical office administrator with experience in patient scheduling, billing coordination, and maintaining accurate medical records. Adept at streamlining office processes, ensuring compliance with healthcare regulations, and providing exceptional patient service.

Experience

Medical Office Administrator

June 2023 - Now

Bay Area Health Clinic / San Francisco, CA

- Coordinate patient appointments, ensuring accuracy and reducing scheduling conflicts by 15%.
- Assist with insurance verification and processing patient invoices, improving billing cycle efficiency.
- Communicate with healthcare providers to ensure timely patient referrals and follow-ups.
- Maintain comprehensive patient records, adhering to HIPAA standards for confidentiality.
- Implement office procedures that improved patient intake efficiency by 20%.

Medical Receptionist

January 2022 - May 2023

Sunset Health Center / San Francisco, CA

- Greeted and checked in patients, verifying insurance information and collecting necessary forms.
- Scheduled appointments for physicians, optimizing patient flow and reducing wait times by 10%.
- Managed the clinic's patient records, ensuring all data was updated and accurately entered.
- Supported office operations by filing documents, managing office supplies, and assisting with clerical tasks.

Volunteering

Medical Office Volunteer

August 2022 - Now

San Francisco Free Clinic

- Assist with patient intake, scheduling, and updating medical records in the clinic's database.
- Provide administrative support to healthcare professionals during patient consultations.
- Help ensure patient confidentiality and adherence to HIPAA compliance guidelines.
- Organize patient files and maintain office supplies to ensure smooth clinic operations.

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United States, San Francisco, CA

Education

Certificate in Medical Office Administration

San Francisco Community College

Graduated: May 2022

- Relevant Coursework: Medical Billing & Coding, Healthcare Management, HIPAA Compliance


Certifications


- HIPAA Certification, National Health Career Association — November 2022
- Medical Office Administration Certification, American Academy of Professional Coders — August 2021


Workshops


- **Effective Communication in Healthcare Settings** — Attended: April 2023
- **HIPAA Compliance & Best Practices** — Completed: September 2022
- **Time Management for Medical Office Administrators** — Completed: November 2021


Skills

Proficient in medical office software 

Expertise in patient record-keeping 

Strong understanding of medical billing 

Excellent interpersonal communication 

Time management and multitasking capabilities 

Ability to handle sensitive information 