

# Olivia Campos

## Medical Receptionist

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Fort Worth, TX  
[LinkedIn](#)

### WORK EXPERIENCE

#### Pate Rehabilitation

Medical Receptionist

Fort Worth, TX | 2018 - current

- Fielded all incoming telephone calls (determined purpose of call, recipient and directed calls to appropriate staff member or department) across 4 lines.
- Greeted and directed all patients and visitors in a pleasant and friendly manner in keeping with good customer service practices. Announced patients and visitors to appropriate staff.
- Received communication from transportation team daily and each morning by 9:30am send out email to teams updating them of which patients will not be in therapy along with the reason.
- Maintained visitor log in lobby and ensured each visitor had a Visitor sticker to wear onsite.
- Ensured lobby cleanliness by removing drink cups and cans, straightening magazines, throwing away newspapers, and keeping magazines up-to-date.
- Maintained patient medical records and filing. Kept medical record charts organized on shelves for ease of access.
- Completed Reminder cards for patients of their upcoming family conferences and medical appointments; gave to assigned case managers to hand to patients.

#### TotalCare Emergency Room

Front Desk Receptionist

Forth Worth, TX | 2017 - 2018

- Provided front office registration duties by greeting patients, verifying insurance benefits, consent forms, patient demographics and payment receipts.
- Scanned patient information along with medical reports then entered it into patient's electronic medical record while maintaining HIPAA compliance.
- Managed patient payment information and processing, working closely with patients to ensure ensure they understood payment procedures.
- Performed duties to ensure work area and patient waiting areas were clean and free from hazards.
- Answered telephone in a polite manner and when necessary transferred calls/ information to the appropriate staff.

### SKILLS

- Electronic Medical Records (EMR)
- Medical insurance/ coding
- Microsoft Office (Excel, Word, PowerPoint)
- Scheduling
- Telephone communication

### EDUCATION

#### High School Diploma

Boswell High School

2013 - 2017

Forth Worth, TX

### CERTIFICATIONS

- CPR (American Red Cross), 2010