





MATTHEW RODRIGUEZ

LEAD MEDICAL RECEPTIONIST

CONTACT

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Anderson, SC 
[LinkedIn](#) 

EDUCATION

High School Diploma
Academic Magnet High
School
2010 - 2014
North Charleston, SC

SKILLS

Cerner
Practice Fusion
Medisoft
PatientPop
NextGen Healthcare
Laserfiche
Navicare
Doxy.me
EZOfficeInventory
Compliance Group

WORK EXPERIENCE

Lead Medical Receptionist

AnMed Health

2020 - current / Anderson, SC

- Oversaw the front desk operations efficiently, ensuring smooth patient flow, reducing wait times by 32%
- Utilized Cerner and Practice Fusion for electronic health record (EHR) management, maintaining patient records with a 98% accuracy rate
- Implemented Medisoft for efficient billing and claims processing, which **reduced claim denials by 38%**
- Coordinated patient scheduling and communication using PatientPop, enhancing patient engagement and appointment adherence

Medical Receptionist

Piedmont Medical Center

2017 - 2020 / Rock Hill, SC

- Provided excellent customer service to patients, addressing inquiries and scheduling appointments, improving customer satisfaction by 72%
- Managed electronic health records (EHR) using NextGen Healthcare, ensuring data accuracy and accessibility
- Assisted with insurance verification and claims processing and **reduced claim rejection rates by 17%**
- Utilized Laserfiche for document management, improving record-keeping efficiency by 28%

Front Desk Clerk

Trident Health System

2014 - 2017 / North Charleston, SC

- Greeted and assisted patients appointment scheduling, enhancing their check-in experience by 42%
- Coordinated patient billing and insurance information using Navicare, which **reduced billing errors by 43%**
- Managed inventory and equipment tracking using EZOfficeInventory, ensuring efficient resource allocation
- Ensured HIPAA compliance in accordance with Compliance Group guidelines, boosting data security rates by 36%