

OLIVIA HERNANDEZ

Medical Receptionist

✉ ohernandez@email.com

☎ (123) 456-7890

📍 San Francisco, CA

🌐 [LinkedIn](#)

WORK EXPERIENCE

Medical Receptionist

Dignity Health

📅 2018 - current

📍 San Francisco, CA

- Ushered patients and facilitated a welcoming environment for all visitors
- Managed patient check-ins and appointments using Epic, reducing scheduling conflicts by 93%
- Assisted with patient data collection using Phreesia, which **reduced data collection time by 47%**
- Collaborated with the healthcare team to ensure accurate patient information, reducing errors by 59%

Medical Front Desk Coordinator

California Pacific Medical Center

📅 2015 - 2018

📍 San Francisco, CA

- Helped patients with inquiries, providing excellent customer service, earning 96% positive reviews
- Utilized AdvancedMD for record keeping, **enhancing data retrieval and storage by 67%**
- Worked closely with healthcare providers to coordinate patient flow and minimize wait times, ensuring efficiency front desk operations
- Demonstrated exceptional communication skills when interacting with patients and solving 99% of complaints on the first call

Medical Records Clerk

Kaiser Permanente

📅 2012 - 2015

📍 Los Angeles, CA

- Handled medical records with a keen attention to detail, **reducing errors by 87%**
- Used Availity for insurance verification and claims processing support that reduced erroneous claims by 78%
- Aided in the maintenance of electronic medical records, enhancing data retrieval procedure by 54%
- Ensured HIPAA compliance and confidentiality when handling patient data, ensuring no third-party access to sensitive patients' data

EDUCATION

Bachelor of Science

Healthcare Administration

University of Southern California

📅 2008 - 2012

📍 Los Angeles, CA

SKILLS

- Epic
- Zocdoc
- Phreesia
- AdvancedMD
- Availity
- Zoom for Healthcare
- Adobe Acrobat
- Google Workspace