Ida Chapo

Admitting Clerk

Details

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(486) 103-6573

123 Maple Street, Charleston, WV 25301

Profile

Detail-oriented Admitting Clerk with 1 year of experience in efficiently managing patient admissions, insurance verification, and data entry in fast-paced healthcare settings. Skilled in providing exceptional customer service and maintaining accurate medical records. Adept at multitasking and prioritizing tasks to ensure a smooth and efficient registration process.

Employment History

Admitting Clerk at West Virginia University Medicine, WV

Mar 2023 - Present

- Successfully processed over 100 patient admissions per week, ensuring a seamless and efficient experience for patients entering the healthcare facility.
- Streamlined the patient registration process, reducing wait times by 25% and increasing overall patient satisfaction rates.
- Implemented a new electronic health record system, leading to a 15% improvement in data accuracy and a 10% reduction in manual errors.
- Collaborated with a team of 5 other admitting clerks to develop and implement new training materials, resulting in a 20% increase in staff proficiency and a 30% decrease in onboarding time for new hires.

Junior Admitting Clerk at Charleston Area Medical Center, WV

Aug 2022 - Feb 2023

- Successfully processed over 1,000 patient admissions within the first six months of employment, ensuring efficient and accurate registration for patients at Charleston Area Medical Center, WV.
- Streamlined the patient registration process by implementing a new digital system, reducing average check-in time by 25% and increasing patient satisfaction scores by 15%.
- Collaborated with a team of 4 admitting clerks to reduce patient wait times by 20% through improved scheduling and coordination, resulting in enhanced patient experience and positive feedback.
- Assisted in training 3 new admitting clerks, increasing overall department efficiency by 10% and contributing to a more cohesive and knowledgeable team.

Education

Associate of Applied Science in Health Information Technology at West Virginia State Community College

Aug 2017 - May 2022

Relevant Coursework: Medical Terminology, Health Information Systems, Anatomy and Physiology, Healthcare Reimbursement, Health Data Management, Medical Coding, Electronic Health Records, and Health Information Privacy and Security.