

Yesenia Kemmis

Admitting Representative

Profile

Admitting Representative with 1 year of experience in efficiently managing patient admissions and providing exceptional customer service in fast-paced healthcare settings. Proficient in gathering and verifying patient information, handling insurance documentation, and coordinating with medical staff to ensure a smooth admission process. Demonstrates strong interpersonal skills and a commitment to maintaining patient confidentiality and satisfaction.

Employment History

Admitting Representative at Nemours Children's Health System, DE

Feb 2023 - Present

- Successfully increased patient registration accuracy by 20% within the first six months of employment, through diligent attention to detail and adherence to hospital protocols, resulting in improved billing processes and reduced claim denials for Nemours Children's Health System, DE.
- Streamlined the patient check-in process by implementing an efficient digital registration system, reducing average wait times by 15% and enhancing overall patient satisfaction during their visit to the facility.
- Consistently exceeded monthly performance metrics for three consecutive quarters by maintaining a 95% or higher accuracy rate in insurance verification and pre-authorization submissions, ensuring timely reimbursement and minimizing financial risks for the organization.

Junior Admitting Representative at Bayhealth Medical Center, DE

Sep 2022 - Dec 2022

- Successfully increased patient registration accuracy by 15% over a six-month period, resulting in reduced billing errors and improved overall patient satisfaction at Bayhealth Medical Center.
- Streamlined the patient admission process by implementing a new digital check-in system, reducing average wait times by 20% and increasing daily admissions by 10%.
- Collaborated with a team to revamp the hospital's insurance verification process, leading to a 25% reduction in denied claims and saving Bayhealth Medical Center over \$100,000 in a single year.

Education

Associate of Applied Science in Health Information Management at Delaware Technical Community College, DE

Aug 2017 - May 2022

Relevant Coursework: Medical Terminology, Health Data Management, Healthcare Reimbursement, Health Information Systems, Quality Management, ICD-10-CM/PCS Coding, Anatomy & Physiology, and Healthcare Law and Ethics.

Details

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Links

[linkedin.com/in/yeseniakemmis](https://www.linkedin.com/in/yeseniakemmis)

Skills

Communication

Multitasking

Empathy

Attention-to-detail

Medical Terminology

Microsoft Office

Time Management

Languages

English

Urdu

Hobbies

Calligraphy

Gardening

Photography