

Shamirah Stoer

Patient Care Coordinator

Profile

I am a highly experienced Patient Care Coordinator with over 2 years of experience in the healthcare sector. I am well-versed in patient care management, providing exceptional customer service, and coordinating with medical staff. My experience includes handling patient registration and filing, scheduling appointments, maintaining patient records, and performing general administrative duties. I am well-organized and able to multitask in a fast-paced environment. Additionally, I am proficient in medical billing and coding, as well as HIPAA compliance. I have a passion for providing quality care and enjoy helping others.

Employment History

Patient Care Coordinator at Aurora Health Care, WI

Feb 2023 - Present

- Increased patient satisfaction by 10% within 6 months: As a Patient Care Coordinator at Aurora Health Care, WI, I was able to successfully increase patient satisfaction scores from 85% to 95% within a 6 month period. This was achieved by providing timely and accurate information to patients, responding to patient feedback, and ensuring that all patient inquiries were handled promptly and efficiently.
- Reduced patient wait times by 20%: Through my efforts as a Patient Care Coordinator, I was able to reduce patient wait times from an average of 45 minutes to 25 minutes. This was achieved by streamlining the intake process, assigning tasks more efficiently, and proactively addressing any potential bottlenecks in the system.
- Developed a new patient education program: I developed a comprehensive patient education program that provided patients with the necessary information to make informed decisions about their healthcare. The program included educational materials, online resources, and a dedicated team of experts to answer questions.
- Implemented a new patient scheduling system: I implemented a new patient scheduling system that improved the efficiency of the scheduling process. The system allowed for better tracking of patient appointments, reduced paperwork, and improved communication between the clinic and patients.

Patient Care Associate at ThedaCare, WI

Aug 2021 - Dec 2022

- Improved patient satisfaction scores by 20% through improved patient communication. I provided personalized care and attention to each patient, ensuring that all their needs were met in a timely manner.
- Reduced medication errors by 25% by implementing an electronic medication administration record system. I worked closely with the nursing staff to ensure that all medications were administered correctly and safely.
- Successfully trained 10 new Patient Care Associates on the proper procedures for providing quality patient care. I created detailed training

✉ shamirah.stoer@gmail.com

☎ (987) 912-7320

📍 Madison, WI

Education

Associate of Science in Health Care Administration at Herzing University - Milwaukee, WI

Aug 2017 - May 2021

Relevant Coursework: Health Care Systems and Organization, Health Care Financial Management, Health Care Law and Ethics, Public Health, and Health Care Quality Improvement.

Links

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

Skills

Interpersonal Communication

Organization

Time Management

Patient Advocacy

Documentation

Medical Terminology

Problem Solving

Languages

English

Hindi

Hobbies