

# Catharine Turney

Medical Office Administrator

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## EDUCATION

### Associate of Applied Science in Medical Office Administration at Ozarks Technical Community College, Springfield, MO

Aug 2018 - May 2022

Relevant Coursework: Medical Terminology, Healthcare Law and Ethics, Medical Office Procedures, Medical Billing and Coding, Anatomy and Physiology, Medical Office Software Applications, Medical Transcription, and Health Information Management.

## LINKS

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

## SKILLS

Scheduling

Billing

EMR (Electronic Medical Records)

Insurance coordination

Patient communication

Compliance management

Microsoft Office

## LANGUAGES

English

Indonesian

## HOBBIES

## PROFILE

Dedicated Medical Office Administrator with 1 year of experience in efficiently managing healthcare office operations, including patient scheduling, records management, and billing. Adept at maintaining a patient-centric approach while streamlining procedures for optimal productivity. Skilled in utilizing medical software and collaborating with multidisciplinary teams to provide exceptional patient care. Committed to continuous professional development and staying current with industry advancements.

## EMPLOYMENT HISTORY

### ● Medical Office Administrator at Midwest Medical Specialists, MO

May 2023 - Present

- Successfully managed a team of 10 administrative staff, resulting in a 20% increase in overall efficiency and a 15% reduction in patient wait times at Midwest Medical Specialists, MO.
- Implemented a new electronic medical records system, leading to a 25% reduction in paperwork and a 30% improvement in the accuracy of patient information.
- Coordinated and streamlined appointment scheduling processes, resulting in a 10% increase in daily patient capacity and a 5% increase in patient satisfaction ratings.
- Spearheaded a billing and insurance verification initiative, leading to a 15% reduction in claim denials and a 20% increase in on-time payments from patients and insurance providers.

### ● Medical Office Assistant at SSM Health, MO

Jul 2022 - Mar 2023

- Successfully managed the scheduling of over 1000 patient appointments per month, resulting in a 20% increase in patient satisfaction scores.
- Streamlined the medical billing process by implementing a new electronic system, reducing errors by 30% and increasing collections by 15%.
- Coordinated with a team of 10 healthcare professionals to improve office efficiency, leading to a 25% reduction in patient wait times and a 10% increase in overall productivity.
- Assisted in the implementation of a new Electronic Health Record (EHR) system, which increased staff proficiency by 35% and improved patient data accuracy by 40%.

## CERTIFICATES

### Certified Medical Administrative Assistant (CMAA)

Apr 2022

### Certified Professional Coder (CPC)

May 2020

## MEMBERSHIPS