

# KAJSA SCHEPPLER

Medical Office Coordinator

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## PROFILE

A diligent Medical Office Coordinator with 2 years of experience in efficiently managing healthcare office operations, including patient scheduling, medical records management, and billing. Demonstrated expertise in ensuring compliance with healthcare regulations, maintaining strong relationships with patients and staff, and streamlining administrative processes. Highly skilled in utilizing medical software systems and providing excellent customer service, resulting in enhanced patient satisfaction and seamless office functioning. A dedicated professional with a proven ability to adapt and excel in fast-paced medical environments.

## LINKS

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

## SKILLS

Scheduling

Billing

EMR (Electronic Medical Records)

HIPAA Compliance

ICD-10 Coding

Insurance Verification

Telemedicine

## LANGUAGES

English

French

## EMPLOYMENT HISTORY

### Medical Office Coordinator at Alabama Allergy & Asthma Center, AL

Feb 2023 - Present

- Successfully implemented a new electronic medical record system, resulting in a 20% increase in overall efficiency and a 15% reduction in paperwork for the clinic.
- Streamlined patient scheduling processes, leading to a 25% decrease in patient wait times and an improvement in overall patient satisfaction scores by 30%.
- Coordinated and executed a comprehensive staff training program that increased employee retention rates by 10% and reduced errors in medical coding by 40%.

### Medical Office Assistant at Huntsville Hospital, AL

Jul 2021 - Jan 2023

- Successfully managed the scheduling and appointment coordination for over 100 patients daily, resulting in a 20% increase in patient satisfaction scores at Huntsville Hospital.
- Streamlined the medical billing process by implementing a new software system, reducing errors by 25% and improving collections by 15%.
- Assisted in the implementation of a new Electronic Health Record (EHR) system, which led to a 30% reduction in paperwork and improved overall efficiency in the office.
- Spearheaded a patient education initiative, developing and distributing informative materials that contributed to a 10% decrease in appointment cancellations and no-shows.

## EDUCATION

### Associate of Applied Science in Medical Office Administration at Wallace State Community College, Hanceville, AL

Sep 2016 - May 2021

Relevant Coursework: Medical Office Procedures, Healthcare Documentation, Medical Terminology, Anatomy and Physiology, Medical Billing and Coding, Health Information Management, Electronic Health Records, Medical Law and Ethics, and Healthcare Communication.

## CERTIFICATES

### Certified Medical Office Manager (CMOM)

Dec 2021

### Certified Professional Coder (CPC)

Jun 2020