

Avrianna Aipperspach

Medical Secretary

Profile

Dedicated Medical Secretary with 1 year of experience providing efficient administrative support within fast-paced healthcare settings. Proficient in managing patient records, scheduling appointments, and handling insurance claims. Excellent interpersonal skills, ability to maintain confidentiality, and commitment to enhancing patient experience. Adept at using electronic medical record systems and maintaining strong relationships with patients and medical professionals.

Employment History

Medical Secretary at West Virginia University Medicine, WV

Apr 2023 - Present

- Successfully managed and organized over 1000 patient records, improving the overall efficiency of the department by 20%.
- Streamlined the appointment scheduling process, resulting in a 15% increase in patient satisfaction scores and a 10% reduction in no-shows.
- Implemented a new electronic filing system, reducing paperwork and administrative time by 25%, allowing for more focus on patient care and support.

Medical Administrative Assistant at Charleston Area Medical Center, WV

Aug 2022 - Feb 2023

- Successfully managed patient scheduling for over 300 appointments per week, resulting in a 15% increase in patient satisfaction and a 10% reduction in wait times.
- Streamlined the medical billing process by implementing a new electronic system, leading to a 20% reduction in errors and a 5% increase in revenue within the first year.
- Coordinated with a team of 10 healthcare professionals to maintain accurate and up-to-date patient records, ensuring HIPAA compliance and reducing the risk of medical errors by 25%.
- Assisted in the implementation of a new electronic health record (EHR) system, training 50+ staff members on its use and contributing to a 30% increase in overall efficiency within the department.

Certificates

Certified Medical Administrative Assistant (CMAA)

Feb 2022

Registered Health Information Technician (RHIT)

Feb 2021

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📍 123 Maple Street, Charleston, WV 25301

Education

Associate of Applied Science in Medical Office Administration at West Virginia State Community College

Sep 2018 - May 2022

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

Links

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

Skills

Transcription

Scheduling

Billing

Medical terminology

EMR (Electronic Medical Records)

HIPAA compliance

ICD-10 coding

Languages

English

Italian