

# Chinetta Meuse

Patient Access Manager

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## EDUCATION

### Bachelor of Science in Healthcare Administration at University of Wyoming, Laramie, WY

Sep 2016 - May 2021

Relevant Coursework: Healthcare Policy and Law, Healthcare Finance and Economics, Health Information Systems, Human Resource Management, Strategic Planning, Quality Management, and Ethics in Healthcare.

## LINKS

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

## SKILLS

Scheduling

Registration

Insurance Verification

Medical Terminology

HIPAA Compliance

Conflict Resolution

Customer Service

## LANGUAGES

English

Urdu

## HOBBIES

Photography

Gardening

## PROFILE

A dedicated Patient Access Manager with 2 years of experience in streamlining patient registration processes, optimizing appointment scheduling, and enhancing patient satisfaction. Adept at leading diverse teams, ensuring compliance with healthcare regulations, and implementing revenue cycle improvements. Proven track record in improving operational efficiency and delivering exceptional patient experiences.

## EMPLOYMENT HISTORY

### ● Patient Access Manager at Wyoming Medical Center, WY

Mar 2023 - Present

- Implemented a new patient registration system that increased efficiency by 30%, resulting in reduced wait times for patients and improved overall patient satisfaction scores by 20%.
- Streamlined the pre-authorization process for insurance claims, reducing denials by 15% and increasing successful claims by 25%, leading to a 10% increase in revenue for the hospital.
- Developed and executed a comprehensive staff training program, increasing employee retention rates by 35% and reducing turnover by 20%, saving the hospital \$50,000 in recruitment and onboarding costs.
- Implemented a patient-centric scheduling system that reduced appointment cancellations and no-shows by 18%, resulting in a 12% increase in patient appointment adherence and improving overall clinic efficiency.

### ● Assistant Patient Access Manager at Cheyenne Regional Medical Center, WY

Jul 2021 - Feb 2023

- Successfully increased patient satisfaction scores by 35% within the first year by implementing new communication strategies, streamlining appointment scheduling processes, and providing extensive staff training on patient-centered care.
- Reduced patient wait times by 25% through the optimization of staff schedules, effective utilization of resources, and introduction of a real-time patient tracking system, resulting in improved patient experience and workflow efficiency.
- Achieved a 15% increase in revenue collection by developing and executing targeted initiatives aimed at enhancing insurance verification, prior authorization processes, and timely follow-up on outstanding balances, contributing to the overall financial health of Cheyenne Regional Medical Center.

## CERTIFICATES

### Certified Healthcare Access Manager (CHAM)

Jul 2021

### Certified Patient Experience Professional (CPXP)

Feb 2020