

Laurine Kubis

Patient Access Representative

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📍 1234 Mountain View Lane,
Cheyenne, WY 82001

EDUCATION

Associate of Applied Science in Health Information Management at Laramie County Community College, Cheyenne, WY

Aug 2018 - May 2022

Relevant Coursework: Medical Terminology, Anatomy and Physiology, Healthcare Information Systems, Medical Coding, Health Data Management, Healthcare Statistics, Quality Improvement, Healthcare Law and Ethics, Healthcare Reimbursement, and Electronic Health Records.

LINKS

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

SKILLS

Scheduling

Registration

Insurance Verification

Medical Terminology

Epic Software

Customer Service

Multitasking

LANGUAGES

English

Russian

HOBBIES

PROFILE

Patient Access Representative with 1 year of experience in efficiently and accurately managing patient registration and admissions. Proficient in navigating medical software and maintaining strict confidentiality of patient information. Excellent communication and customer service skills in facilitating positive patient experiences. Proven ability to handle high-pressure situations and work collaboratively in a fast-paced healthcare environment.

EMPLOYMENT HISTORY

● Patient Access Representative at Wyoming Medical Center, WY

May 2023 - Present

- Successfully managed the registration of over 1,500 patients per month, ensuring accurate and timely data entry for billing and medical records purposes.
- Streamlined the appointment scheduling process, resulting in a 20% increase in patient satisfaction and a 15% reduction in wait times.
- Collaborated with a team of 10 colleagues to implement a new electronic health record system, leading to a 30% improvement in patient data accuracy and a 25% decrease in paperwork processing time.
- Consistently maintained a 98% accuracy rate in insurance verification and pre-authorization processes, minimizing claim denials and contributing to a 10% increase in revenue collection.

● Patient Access Associate at Cheyenne Regional Medical Center, WY

Jul 2022 - Mar 2023

- Successfully increased patient registration efficiency by 25% within the first year, resulting in reduced wait times and improved patient satisfaction scores at Cheyenne Regional Medical Center.
- Streamlined the insurance verification process, reducing errors by 30% and ensuring accurate billing for over 15,000 patients annually.
- Implemented a new appointment scheduling system, leading to a 20% increase in appointment availability and contributing to a 10% growth in overall patient volume within two years.

CERTIFICATES

Certified Healthcare Access Associate (CHAA)

Sep 2021

Certified Patient Service Specialist (CPSS)

Jul 2020

MEMBERSHIPS

National Association of Healthcare Access Management (NAHAM)

American Hospital Association (AHA)