

Reegan
Mathewes

Patient Care
Coordinator

Profile

Employment History

Education

Details

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Dedicated Patient Care Coordinator with 1 year of experience in providing exceptional support to healthcare professionals and patients. Adept at managing patient appointments, communication, and documentation, while ensuring a smooth and efficient workflow. Strong interpersonal skills with a proven track record of building positive relationships with patients and team members. Committed to maintaining patient confidentiality and delivering high-quality, patient-centered care.

Patient Care Coordinator at Sanford Health, ND

May 2023 - Present

- Successfully managed the care coordination of over 500 patients per month, ensuring timely access to healthcare services and improving patient satisfaction by 25%.
- Streamlined the patient scheduling process, reducing appointment wait times by 20% and increasing the daily appointment capacity by 15%.
- Implemented a new patient follow-up system that improved communication between healthcare providers and patients, resulting in a 30% reduction in missed appointments and a 10% increase in patient adherence to treatment plans.

Associate Patient Care Coordinator at Altru Health System, ND

Jul 2022 - Apr 2023

- Successfully streamlined the patient scheduling process, reducing appointment wait times by 30% and increasing overall patient satisfaction by 25%.
- Implemented a new electronic health record (EHR) system, leading to a 40% reduction in paperwork and improved data accuracy, contributing to a 15% increase in staff efficiency.
- Coordinated and managed care for over 200 high-risk patients, resulting in a 10% decrease in hospital readmission rates and a 20% improvement in patient outcomes.
- Developed and facilitated a comprehensive patient education program, leading to a 35% increase in patient engagement and a 50% decrease in preventable complications.

Associate of Applied Science in Health Care Administration at
North Dakota State College of Science, Wahpeton, ND

Aug 2018 - May 2022

Relevant Coursework: Healthcare Systems and Operations, Medical Terminology, Healthcare Finance and Reimbursement, Healthcare Law