

# Adele Riveccio

## Patient Care Representative

Dedicated Patient Care Representative with 1 year of experience in providing exceptional support and assistance to patients and healthcare professionals. Skilled in coordinating appointments, managing patient inquiries, and maintaining accurate medical records. Demonstrates strong communication and interpersonal abilities to foster positive relationships, patient satisfaction, and seamless healthcare experiences. Committed to enhancing the patient experience while maintaining confidentiality and adhering to industry regulations.

[adele.riveccio@gmail.com](mailto:adele.riveccio@gmail.com)

(601) 568-7441

1234 Evergreen Lane, Seattle, WA 98101

### Education

**Associate of Applied Science in Health Care Administration at Bellevue College, Bellevue, WA**

Aug 2018 - May 2022

Relevant Coursework: Healthcare Management, Medical Terminology, Healthcare Finance, Health Information Systems, Human Resources Management, Health Services Organization, Health Policy and Law, and Ethics in Healthcare Administration.

### Links

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

### Skills

Empathy

Active Listening

Time Management

Conflict Resolution

Medical Terminology

Electronic Health Records (EHR)

Customer Relationship Management (CRM)

## Employment History

### Patient Care Representative at Pulse Health Services, WA

May 2023 - Present

- Successfully increased patient satisfaction by 30% within a year by implementing improved communication strategies and streamlining appointment scheduling processes at Pulse Health Services, WA.
- Reduced patient wait times by 25% in six months through efficient coordination with healthcare providers and optimizing the utilization of resources in the facility.
- Achieved a 98% accuracy rate in maintaining and updating patient records, ensuring compliance with HIPAA regulations and facilitating better-informed medical decisions for over 1500 patients at Pulse Health Services, WA.

### Patient Care Coordinator at Evergreen Healthcare, WA

Jul 2022 - Apr 2023

- Successfully streamlined patient scheduling processes, resulting in a 25% reduction in appointment wait times and a 15% increase in overall patient satisfaction at Evergreen Healthcare, WA.
- Implemented a new electronic health record system, leading to a 35% decrease in data entry errors and a 20% improvement in the efficiency of patient care coordination.
- Coordinated the care of over 500 patients monthly, ensuring timely access to necessary medical services and contributing to a 10% reduction in hospital readmission rates.
- Developed and maintained strong relationships with over 100 healthcare providers in the community, facilitating efficient communication and collaboration, which resulted in a 30% increase in successful patient referrals.

## Certificates

### Certified Patient Service Representative (CPSR)

Oct 2021

### Certified Medical Administrative Assistant (CMAA)

Aug 2020