# Mark Ohlsson

Patient Financial Counselor


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123 Main St, Concord, NH 03301


## Education

**Bachelor of Science in Finance at University of New Hampshire, Durham, NH**

Sep 2017 - May 2022

Relevant Coursework: Corporate Finance, Financial Accounting, Investment Analysis, Risk Management, Financial Markets, Banking, Portfolio Management, Financial Planning, and Economics.

## Links

linkedin.com/in/markohlsson

## Skills

- Negotiation
- Empathy
- Analytical
- Time-management
- Microsoft Excel
- Communication
- Problem-solving

## Languages

- English
- Arabic

## Hobbies

Gardening

## Profile

Patient Financial Counselor with 1 year of experience in providing exceptional financial guidance and support to patients in a healthcare setting. Adept at navigating complex billing and insurance processes, ensuring accurate payment plans, and maintaining strong patient relationships. Skilled in utilizing financial software and tools to optimize revenue cycle management. Committed to delivering compassionate and ethical financial counseling, while ensuring patient satisfaction and timely resolution of financial matters.

## Employment History

### Patient Financial Counselor at Dartmouth-Hitchcock Medical Center, NH

May 2023 - Present

- Successfully reduced outstanding patient debt by 40% within one year by implementing effective financial counseling strategies, leading to an increase in overall revenue for Dartmouth-Hitchcock Medical Center.
- Streamlined the financial assistance application process, resulting in a 25% increase in completed applications and a 15% increase in approved financial aid for patients in need during a two-year period.
- Developed and facilitated financial education workshops for over 200 patients and their families, leading to improved financial literacy and increased patient satisfaction rates by 20% within 18 months.

### Associate Patient Financial Counselor at Frisbie Memorial Hospital, NH

Jul 2022 - Apr 2023

- Successfully reduced outstanding patient account balances by 25% within the first year by implementing efficient follow-up procedures and providing timely financial counseling to patients.
- Streamlined the financial assistance application process, resulting in a 30% increase in approved applications and a 15% reduction in processing time for patients in need of support.
- Developed and conducted financial education workshops for over 50 patients and their families, empowering them to better understand and manage their healthcare costs and payment options.
- Collaborated with the billing and collections team to resolve account discrepancies, resulting in a 20% decrease in patient complaints related to billing issues.

## Certificates

### Certified Revenue Cycle Representative (CRCR)

Dec 2021

### Certified Patient Account Technician (CPAT)

Jun 2020