

Mariabella Aton

Patient Liaison

✉ mariabella.aton@gmail.com

☎ (506) 558-3950

📍 123 Bluegrass Lane, Lexington, KY 40502

EDUCATION

Bachelor of Science in Healthcare Administration at University of Kentucky, Lexington, KY

Aug 2018 - May 2022

Relevant Coursework: Healthcare Management, Healthcare Policy and Law, Health Informatics, Healthcare Finance, Quality Improvement, Human Resources Management, Marketing, and Strategic Planning in Healthcare.

LINKS

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

SKILLS

Empathy

Active Listening

Conflict Resolution

Cultural Competence

Time Management

Microsoft Office Proficiency

Medical Terminology

LANGUAGES

English

Italian

HOBBIES

Gardening

Painting or drawing

PROFILE

Patient Liaison with 1 year of experience in providing exceptional support to healthcare professionals and patients. Adept at facilitating communication between patients and medical staff, ensuring proper documentation, and coordinating resources for optimal patient care. Demonstrates strong interpersonal skills, empathy, and a commitment to enhancing the overall patient experience.

EMPLOYMENT HISTORY

● Patient Liaison Coordinator at KentuckyOne Health, KY

Feb 2023 - Present

- Successfully reduced patient wait times by 25% through the implementation of a streamlined appointment scheduling system and improved communication between departments.
- Increased overall patient satisfaction scores by 15% within the first year by implementing targeted patient outreach programs, addressing concerns promptly, and improving staff training.
- Facilitated a 10% growth in patient referrals by establishing and maintaining strong relationships with local healthcare providers, resulting in an expanded network of partners.
- Reduced patient complaints by 20% through the development and implementation of a comprehensive patient feedback system, allowing for more efficient identification and resolution of issues.

● Patient Liaison Specialist at Norton Healthcare, KY

Aug 2022 - Jan 2023

- Successfully increased patient satisfaction scores by 30% within one year by implementing targeted communication strategies and addressing patient concerns promptly.
- Streamlined the appointment scheduling process, reducing average wait times by 25% and increasing daily appointment capacity by 15%.
- Led a team of 5 support staff in achieving a 98% accuracy rate in patient data entry and record-keeping, ensuring timely and accurate information for medical professionals.
- Collaborated with clinical staff to develop and implement a Patient Liaison training program, resulting in a 40% reduction in patient complaints and improved overall patient experience.

CERTIFICATES

Certified Patient Experience Professional (CPXP)

May 2022

Certified Healthcare Access Associate (CHAA)

Jan 2021

MEMBERSHIPS

American Patient Experience Association (APEX)