

# JANNET BORBON

Patient Registrar

[jannet.borbon@gmail.com](mailto:jannet.borbon@gmail.com)

(260) 126-1025

123 Oak Street, Little Rock, AR 72201



## PROFILE

Dedicated Patient Registrar with 1 year of experience in efficiently managing patient registrations, insurance verification, and appointment scheduling. Highly skilled in providing a seamless patient experience while maintaining accuracy and confidentiality. Demonstrated ability to manage high volumes of patient information and adapt to fast-paced healthcare environments. Adept at fostering positive relationships with patients, staff, and insurance providers.

## LINKS

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

## SKILLS

- Data Entry
- Medical Terminology
- HIPAA Compliance
- Electronic Health Records (EHR)
- Insurance Verification
- Customer Service
- Time Management

## LANGUAGES

- English
- Arabic

## HOBBIES

## EMPLOYMENT HISTORY

- Patient Registrar at Arkansas Children's Hospital, AR**  
Feb 2023 - Present
  - Successfully registered over 1,500 patients per month, ensuring accurate and timely entry of patient information into the hospital's database system.
  - Reduced patient registration errors by 40% through the implementation of a new verification process, which led to improved patient satisfaction and reduced administrative workload for staff.
  - Streamlined the patient registration process by collaborating with the IT department to develop and implement a new digital registration system, resulting in a 30% reduction in patient wait times.
  - Achieved a 95% patient satisfaction rating by providing exceptional customer service and addressing patient concerns promptly and effectively, contributing to a positive overall experience at Arkansas Children's Hospital.
- Associate Patient Registrar at CHI St. Vincent Infirmiry, AR**  
Aug 2022 - Jan 2023
  - Successfully registered an average of 45 patients daily with a 98% accuracy rate, ensuring a smooth admissions process for both patients and staff.
  - Streamlined the patient registration process by implementing a new electronic system, reducing wait times by 25% and improving overall patient satisfaction.
  - Trained 10 new employees on patient registration procedures, helping to maintain a consistent high level of service quality and efficiency across the department.
  - Reduced insurance claim denials by 30% through careful review and verification of patient information, resulting in significant cost savings for the hospital.

## EDUCATION

**Associate of Applied Science in Health Information Management at University of Arkansas for Medical Sciences, Little Rock, AR**  
Sep 2017 - May 2022  
Relevant Coursework: Medical Terminology, Anatomy and Physiology, Health Information Systems, ICD-10 Coding, CPT Coding, Legal Aspects of Health Information, Healthcare Statistics, Quality Improvement, and Electronic Health Records.

## CERTIFICATES

**Certified Healthcare Access Associate (CHAA)**