

Sally Nancarrow

Patient Services Coordinator

Patient Services Coordinator with 1 year of experience in efficiently managing healthcare administrative tasks and providing exceptional patient support. Proficient in appointment scheduling, insurance verification, and maintaining accurate patient records. Demonstrated ability to create a welcoming environment, skillfully address patient inquiries, and collaborate with interdisciplinary teams to ensure a seamless patient experience. Committed to continuously enhancing patient satisfaction and streamlining operational processes.

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(179) 545-1788

123 Oak Street, Little Rock, AR 72201

Education

Associate of Applied Science in Health Information Management at University of Arkansas at Little Rock, AR

Sep 2018 - May 2022

Relevant Coursework:
Medical Terminology, Health Information Systems, Anatomy and Physiology, Healthcare Statistics, Medical Coding, Healthcare Reimbursement, Electronic Health Records, Quality Management, Health Data Management, and Health Information Law and Ethics.

Links

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

Skills

Scheduling

Communication

Multitasking

Empathy

Problem-solving

Microsoft Office

Employment History

Patient Services Coordinator at Arkansas Children's Hospital, AR

Apr 2023 - Present

- Successfully managed the scheduling of over 1,000 patient appointments per month, ensuring a smooth and efficient process for both patients and healthcare providers.
- Implemented a new electronic medical records system, leading to a 25% reduction in paperwork and a 10% increase in overall efficiency for the Patient Services department.
- Coordinated with insurance companies to secure coverage for 95% of patients, resulting in increased access to healthcare services for families in the Arkansas Children's Hospital community.
- Developed and implemented a comprehensive training program for new Patient Services staff, leading to a 20% decrease in onboarding time and a 15% increase in employee satisfaction ratings.

Associate Patient Services Coordinator at St. Bernards Healthcare, AR

Sep 2022 - Mar 2023

- Successfully managed the scheduling of over 500 patient appointments per month, ensuring a streamlined and efficient process for both patients and healthcare providers.
- Implemented a new patient reminder system that resulted in a 30% decrease in no-show appointments, improving overall clinic productivity and patient satisfaction.
- Assisted in the training and onboarding of 3 new Patient Services Coordinators, leading to a more efficient and cohesive team to better serve patients at St. Bernards Healthcare.
- Collaborated with the interdisciplinary healthcare team to develop and implement a new patient triage system, reducing patient wait times by 20% and increasing patient satisfaction scores by 15%.

Certificates

Certified Patient Service Specialist (CPSS)

Sep 2021

Certified Healthcare Access Associate (CHAA)

May 2020