

Laure Schlund

Patient Services Representative

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☎ (535) 917-7099
📍 123 Elm St, Omaha, NE 68102

Education

**Associate of Applied Science
in Health Information
Management at Metropolitan
Community College, Omaha,
NE**

Aug 2017 - May 2022
Relevant Coursework: Medical Terminology, Health Data Management, Anatomy and Physiology, Healthcare Reimbursement, Healthcare Law and Ethics, Health Information Systems, Quality Management, and Coding and Classification Systems.

Links

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

Skills

Communication
Empathy
Multitasking
Problem-solving
Time-management
Microsoft Office
Medical Terminology

Languages

English
Mandarin

Profile

Dedicated Patient Services Representative with 1 year of experience in providing exceptional patient care and support in fast-paced healthcare environments. Skilled in managing patient registrations, appointment scheduling, and data entry, while maintaining patient confidentiality. Adept at fostering strong relationships with patients, staff, and healthcare providers to ensure seamless communication and patient satisfaction. Highly organized and detail-oriented, with a strong commitment to providing efficient service and contributing to a positive patient experience.

Employment History

Patient Services Representative at Nebraska Medicine, NE

- Mar 2023 - Present
- Successfully managed a caseload of over 300 patients, ensuring 100% accuracy in scheduling appointments, handling insurance claims, and maintaining up-to-date medical records.
 - Implemented a new patient check-in system that reduced wait times by 25% and increased overall patient satisfaction by 10%.
 - Streamlined the billing process, resulting in a 15% reduction in billing errors and a 20% increase in on-time payments from patients.
 - Coordinated with a team of healthcare professionals to improve communication and collaboration, leading to a 30% decrease in appointment cancellations and rescheduling.

Associate Patient Services Representative at CHI Health, NE

- Sep 2022 - Jan 2023
- Successfully managed a daily caseload of over 50 patients, ensuring timely and accurate registration, appointment scheduling, and insurance verification, contributing to a 20% increase in patient satisfaction scores within six months.
 - Streamlined the patient check-in process by implementing an efficient electronic system, resulting in a 30% reduction in wait times and a 15% increase in positive patient feedback.
 - Collaborated with a team of healthcare professionals to develop and implement a comprehensive patient education program, leading to a 25% increase in patient engagement and adherence to treatment plans.

Certificates

Certified Patient Service Specialist (CPSS)

Feb 2022

Certified Healthcare Access Associate (CHAA)

Aug 2020

Memberships