

Elda Vorthierms

Practice Manager

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- 📍 123 Main Street, Boston, MA 02130

EDUCATION

**Bachelor of Business
Administration in Healthcare
Management at Boston University,
MA**

Aug 2016 - May 2021

Relevant Coursework: Healthcare Economics, Healthcare Policy and Law, Healthcare Finance, Quality Management in Healthcare, Healthcare Marketing, Healthcare Information Systems, Human Resources Management, and Strategic Management in Healthcare.

LINKS

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

SKILLS

- QuickBooks
- Time-management
- Conflict-resolution
- Microsoft Office
- Staff-scheduling
- Budgeting
- Patient-communication

LANGUAGES

- English
- Russian

HOBBIES

PROFILE

Dedicated Practice Manager with 2 years of experience in successfully overseeing daily operations of a medical practice. Adept at implementing efficient administrative processes, managing budgets, and fostering strong relationships with patients and staff. Demonstrates excellent leadership and communication skills, driving growth and enhancing patient care.

EMPLOYMENT HISTORY

- **Practice Manager at Baystate Dental PC, MA**
Feb 2023 - Present
 - Implemented a new appointment scheduling system that increased patient appointment bookings by 25%, resulting in a 15% increase in revenue for Baystate Dental PC within one year.
 - Streamlined office operations, reducing overhead costs by 20% and increasing overall staff efficiency by 30% through the introduction of electronic medical records and automated billing processes.
 - Led a team of 15 staff members in achieving a 95% patient satisfaction rate, as reported in post-appointment surveys, contributing to a 10% increase in patient referrals and repeat visits.
- **Assistant Practice Manager at Massachusetts General Hospital, MA**
Sep 2021 - Dec 2022
 - Successfully implemented a new electronic health record system, resulting in a 20% increase in efficiency and a 15% decrease in patient wait times within six months of implementation.
 - Streamlined the appointment scheduling process by developing a more effective system, leading to a 25% reduction in no-show appointments and a 10% increase in overall patient satisfaction.
 - Coordinated the hiring and training of five new staff members, which helped to reduce the average call response time by 30% and improve overall office productivity by 15%.

CERTIFICATES

- Certified Medical Practice Executive (CMPE)**
Feb 2022
- Certified Professional in Healthcare Quality (CPHQ)**
Aug 2020

MEMBERSHIPS

- Medical Group Management Association (MGMA)**
- American Association of Healthcare Administrative Management (AAHAM)**