


# Clementina Hieter

## Surgery Scheduler

Dedicated Surgery Scheduler with 1 year of experience in efficiently coordinating and managing surgical appointments. Skilled in patient communication, maintaining accurate records, and liaising with medical professionals to optimize patient care. Proficient in medical software and committed to providing exceptional service in fast-paced healthcare environments.

[clementina.hieter@gmail.com](mailto:clementina.hieter@gmail.com) 

(186) 158-1516 

123 Maple Street, St. Louis, MO   
63101

### Education

**Associate of Applied  
Science in Medical Office  
Administration at Ozarks  
Technical Community  
College, Springfield, MO**

Sep 2017 - May 2022

Relevant Coursework: Medical Terminology, Anatomy and Physiology, Medical Coding and Billing, Electronic Health Records, Office Management, Medical Office Procedures, Health Information Technology, Medical Transcription, Medical Law and Ethics, and Healthcare Communication.

### Links

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

### Skills

Time management



Multitasking



Prioritization



Communication



Empathy



Electronic Health Records (EHR)



Medical terminology



### Employment History

#### Surgery Scheduler at Surgery Schedulers Inc., MO

May 2023 - Present

- Successfully scheduled and coordinated over 1,200 surgeries within a year, ensuring timely and efficient patient care while maintaining a 98% patient satisfaction rate at Surgery Schedulers Inc., MO.
- Streamlined the surgery scheduling process by implementing a new software system, resulting in a 30% reduction in scheduling errors and a 20% increase in overall productivity for the team of surgery schedulers.
- Collaborated with a team of surgeons, nurses, and administrative staff to develop and implement a new pre-operative patient education program, leading to a 15% decrease in last-minute surgery cancellations and a 10% improvement in patient preparedness.

#### Associate Surgery Scheduler at Missouri Surgical Scheduling Services, MO

Sep 2022 - Mar 2023

- Successfully scheduled over 500 surgeries within a year, ensuring efficient use of surgical facilities and staff at Missouri Surgical Scheduling Services.
- Streamlined the surgery scheduling process by implementing a new software system, resulting in a 30% reduction in time spent on administrative tasks and a 20% increase in patient satisfaction.
- Coordinated with insurance companies to secure pre-authorizations for 95% of surgeries, leading to a significant decrease in cancellations due to insurance issues and increased revenue for the practice.
- Developed and maintained strong relationships with surgeons and hospital staff, leading to a 40% increase in surgeon satisfaction with the scheduling process and a 15% increase in referral rates for Missouri Surgical Scheduling Services.

### Certificates

#### Certified Medical Administrative Assistant (CMAA)

Aug 2021

#### Certified Surgical Scheduler Specialist (CSSS)

Mar 2020