

Amal Ross

Associate Patient Care Coordinator

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📍 New Britain, CT 06051

STRENGTHS

- ♥️ **Patient Welcome**
Created a calm check in experience during busy clinic sessions, and patients received clear next steps.
- ♥️ **EHR Accuracy**
Recorded calls, indexed documents, and updated demographics carefully, so care teams could act on reliable information.
- ☰ **Workflow Follow Through**
Kept in baskets and work queues moving each shift, with completed items closed and clinical needs routed.
- 👂 **Service Judgment**
Listened closely to telephone inquiries and directed urgent concerns appropriately, a small step that protected timely care.
- 👥 **Practice Flexibility**
Covered nearby practices when staffing changed, learning local routines quickly and keeping patient service steady.

SKILLS

Patient Check In Patient Check Out

Appointment Scheduling Epic EHR

Patient Outreach

Telephone Service

Administrative In Baskets

Work Queues Document Scanning

Payment Collection

Demographic Verification

Patient Confidentiality

Primary Care Customer Service

Microsoft Office

SUMMARY

Patient care coordinator with three years of experience supporting outpatient and primary care front offices. Provides accurate, welcoming service across **patient check in** and check out, appointment scheduling, telephone inquiries, payment collection, **demographic verification**, document scanning, and follow up outreach. Uses Epic EHR workflows, **administrative in baskets**, work queues, and established documentation procedures to keep requests moving and records current. Protects medical, personal, and financial information during every patient interaction. Proficient with Microsoft Office and routine computer systems, with experience covering nearby practices when staffing needs change. Holds a valid **US driver's license** and reliable transportation. Brings calm prioritization, respectful communication, and dependable administrative follow through to each care team.

EXPERIENCE

Patient Care Coordinator, Primary Care

Riverbend Family Medicine 📅 November 2024 - Present 📍 West Hartford, CT

Support a multi provider primary care front office through patient access, Epic documentation, appointment coordination, payment handling, outreach, and shared administrative workflows. Balance scheduled visits, incoming requests, record maintenance, and service coverage while protecting confidential information and supporting timely care team follow up.

- Managed **primary care** check in and check out, confirming demographics and visit details before care.
- Scheduled routine and **follow up** appointments in Epic using established visit types and scheduling protocols.
- Documented incoming patient calls in **Epic**, routing concise inquiries to appropriate **care team** resources.
- Monitored shared in basket pools and **work queues**, closing completed requests and redirecting clinical needs.
- Conducted appointment and service outreach, recording contact attempts and outcomes for visible follow up.
- Collected payments, scanned records into Epic, and protected medical, personal, and **financial information** daily

Medical Receptionist, Outpatient Services

Oak Valley Medical Associates 📅 October 2023 - October 2024 📍 Bristol, CT

Supported high volume outpatient reception through welcoming service, registration accuracy, appointment coordination, telephone response, payment processing, **document indexing**, and planned coverage at a nearby affiliated practice. Applied standardized procedures that kept patient information accessible and front office activity organized.

- Welcomed patients and verified registration details during high volume outpatient clinic sessions.
- Scheduled appointments and updated demographic records using standardized procedures, reducing avoidable registration rework.
- Answered multi line **telephone inquiries**, recording clear messages and directing urgent concerns appropriately.
- Processed point of service payments and reconciled routine transaction documentation for assigned shifts.
- Scanned referral and patient documents into the **EHR** with accurate indexing before scheduled visits.
- Provided coverage at a nearby affiliated practice, adapting quickly to local workflows and patient needs

PROJECTS

Patient Outreach Workflow 📅 2025

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Patient Care Coordinator, Primary Care at Riverbend Family Medicine (1.9 Years)
- Medical Receptionist, Outpatient Services at Oak Valley Medical Associates (1 Years)

Supported appointment and service follow up through documented outreach, accurate contact outcomes, and visible administrative work queues that helped care teams track outstanding patient needs.

EHR Document Indexing 📅 2024

Applied standard scanning and indexing procedures for referrals and patient documents, helping staff locate records before visits and follow up activity.

LEADERSHIP & AWARDS

- Recognized by care teams for calm, respectful patient service during busy primary care front desk periods.
- Trusted with shared Epic work queues, payment handling, confidential records, and coverage across nearby practices.

EDUCATION

High School Diploma

Bristol Central High School 🎓 GPA: 4.0 📅 2023 📍 Bristol, CT

Coursework: Microsoft Office, healthcare administration, customer service, records management

CERTIFICATIONS

- Valid US Driver's License 📅 2023
- High School Diploma 📅 2023

TECHNICAL SKILLS

- **Electronic Health Records:** Epic EHR, patient charts, clinical documentation
- **Patient Access:** check in, check out, visit registration
- **Scheduling Systems:** appointment scheduling, visit types, scheduling protocols
- **Telephone Systems:** incoming calls, message documentation, call routing
- **Work Queue Management:** administrative in baskets, work queues, request routing
- **Records Management:** document scanning, document indexing, referral records
- **Payment Processing:** patient payments, point of service, transaction records
- **Microsoft Office:** Microsoft Office, word processing, spreadsheets
- **Patient Information:** demographic verification, administrative updates, patient records
- **Privacy Practices:** medical information, personal information, financial information

PROFESSIONAL AFFILIATIONS

- Primary care front office teams, supporting patient access and dependable care team communication.
- Nearby affiliated practices, providing flexible administrative coverage when staffing needs changed.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST