

Callie Escobar

Front Office Assistant, Medical Patient Access

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STRENGTHS

- 🗣 **Patient communication**
Explained forms, coverage questions, and delays with patience. Patients received clearer next steps during busy arrivals.
- ✅ **Registration accuracy**
Caught recurring information errors during review. Sharing patterns helped colleagues improve first pass record quality.
- 💰 **Payment control**
Balanced daily cash and card batches against EHR records. Closeout work stayed orderly, clear, and dependable.
- 📅 **Schedule coordination**
Handled cancellations, reschedules, and no shows carefully. Providers and patients could rely on current appointment information.
- ❤ **Calm escalation**
Monitored extended waits and patient concerns thoughtfully. Timely updates helped clinical teams respond before issues grew.

SKILLS

- Patient Registration
- EHR Workflows
- Appointment Scheduling
- Insurance Verification
- Payment Collection
- Batch Reconciliation
- Telephone Screening
- Medical Terminology
- Patient Forms
- Patient Service
- Records Management
- Confidentiality
- Workflow Improvement

SUMMARY

Medical front office professional with four years supporting **patient access**, registration, scheduling, insurance verification, payment collection, and clinic reception across outpatient settings. Current BLS for Healthcare Provider certification and Medical Terminology Certificate support safe, informed patient service. Daily work includes pre arrival preparation, new patient forms, demographic review, eligibility checks, financial obligation explanations, appointment changes, batch reconciliation, and accurate **EHR** documentation. Calm communication helps patients, providers, nurses, and administrative teams respond clearly during busy clinic hours. Reception experience includes wait monitoring, phone screening, concern escalation, records handling, safe public areas, and workflow improvements that reduce registration errors. Reliable follow through and careful confidentiality practices can support consistent front office operations, accurate transactions, and a welcoming patient experience across assigned **medical practices**.

EXPERIENCE

Medical Front Office Coordinator

Pacific Crest Family Medicine 📅 June 2024 - Present 📍 Anaheim, CA

Supports **patient access** across multiple outpatient specialties, coordinating registration, scheduling, insurance review, payments, communications, and reception operations. Works closely with providers, nurses, and administrative partners to keep visits accurate, timely, and patient focused.

- Prepared scheduled patient records before arrival, improving readiness for outpatient registration and check in workflows.
- Verified **insurance eligibility** and demographic details in EHR, clarifying financial obligations before patient visits.
- Reconciled cash and card payment batches against system records, producing accurate daily closeout documentation.
- Processed cancellations, reschedules, no shows, and provider changes while keeping appointment schedules current.
- Screened **incoming calls** and routed clinical questions, helping patients reach appropriate staff without unnecessary delays.
- Monitored **lobby** waits and escalated concerns, supporting organized, safe, and responsive reception operations.

Front Office Assistant

Canyon View Primary Care 📅 October 2022 - May 2024 📍 Orange, CA

Supported high volume primary care reception, managing registration, forms, insurance review, appointment coordination, records distribution, telephone communication, and front office accuracy. Partnered with office leadership to identify recurring errors and improve first pass information quality.

- Updated patient demographics and **visit types** during check in, keeping primary care schedules accurate.
- Prepared new patient forms and explained completion requirements, protecting confidentiality during busy arrivals.
- Reviewed insurance plan information before appointments, flagging coverage questions for timely follow up.
- Confirmed appointments by telephone and documented changes, helping clinical teams act on current information.
- Filed, scanned, sorted, and distributed materials, keeping authorized staff connected with needed records.
- Shared recurring registration errors with office leadership, then adopted revised verification steps for cleaner records.

Financial Obligations

Front Office Operations

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Medical Front Office
Coordinator at Pacific Crest
Family Medicine (2.3 Years)

● Front Office Assistant at
Canyon View Primary Care (1.6
Years)

PROJECTS

Patient Access Workflow Review 📅 2024

Reviewed registration, insurance verification, appointment changes, and payment handoffs across outpatient reception workflows. Documented practical improvements that support accurate records and smoother patient arrivals.

Reception Records Coordination 📅 2023

Organized incoming clinical and administrative materials through filing, scanning, sorting, and distribution practices. Supported dependable access for authorized staff while protecting confidential patient information.

LEADERSHIP & AWARDS

- Recognized by office leadership for dependable patient service and accurate front office follow through.
- Selected as a trusted resource for registration questions, appointment changes, and insurance verification workflows.

EDUCATION

High School Diploma

Orange Valley High School 🎓 GPA: 4.0 📅 2022 📍 Orange, CA

Coursework: Health sciences, communication, computer applications, office procedures

CERTIFICATIONS

- BLS for Healthcare Provider 📅 2026
- Medical Terminology Certificate 📅 2023

TECHNICAL SKILLS

- **EHR Systems:** Patient registration, demographic updates, visit records
- **Scheduling Systems:** Appointment confirmation, rescheduling, no show processing
- **Insurance Operations:** Eligibility verification, plan review, coverage questions
- **Payment Processing:** Cash collection, card payments, receipt issuance
- **Batch Reconciliation:** EHR balancing, transaction review, daily closeout
- **Patient Communications:** Telephone screening, delay updates, concern routing
- **Medical Documentation:** Patient forms, records filing, scanning
- **Front Office Safety:** Lobby monitoring, hazard awareness, area organization
- **Workflow Management:** Pre arrival review, check in, issue escalation
- **Medical Terminology:** Clinical vocabulary, provider messages, patient explanations
- **Appointment Statuses:** Arrived visits, canceled visits, rescheduled visits
- **Confidentiality Practices:** Protected information, authorized access, privacy handling

PROFESSIONAL AFFILIATIONS

- Healthcare front office professional network participant focused on patient access and clinic operations.
- Community continuing education participant supporting medical terminology and healthcare service knowledge.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST