

# Audrey Dillon

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## SUMMARY

Detail-oriented Medical Front Office Assistant with over 4 years of experience providing exceptional patient service and administrative support in busy healthcare environments. Proven ability to manage scheduling, billing functions, and patient records while maintaining confidentiality and a positive demeanor. Skilled in using EMR systems, Microsoft Office Suite, and effective communication techniques to foster a welcoming atmosphere for patients and staff alike. Eager to contribute expertise in streamlining office operations and enhancing patient interactions at Professional Therapy Services.

## EXPERIENCE

### Medical Front Office Assistant

January 2022 - Present

HealthCare Solutions

Champaign, IL

Managed daily operations as a Medical Front Office Assistant in a fast-paced healthcare environment. Responsible for coordinating patient schedules, overseeing billing practices, and ensuring compliance with protocols. Executed interdepartmental communications and supported financial record management that promoted clinic efficiency.

- Welcomed an average of 50 patients daily, ensuring a friendly environment and adherence to clinic protocols.
- Executed billing functions by entering charges and auditing for accuracy, significantly reducing discrepancies.
- Maintained secure patient information through effective use of EMR systems, ensuring seamless clinician communications.
- Coordinated patient interactions, processing orders, and updating charts promptly for optimal care delivery.
- Mentored new front office staff on procedures and EMR usage, contributing to team fluidity.
- Streamlined end-of-month reporting processes, making financial tracking more efficient.

### Front Office Coordinator

June 2020 - December 2021

Wellness Therapy Center

Peoria, IL

Oversaw the front office operations as a Front Office Coordinator. Assisted patients with inquiries, managed appointments, and facilitated efficient communication among clinical staff. Played a pivotal role in ensuring high standards of service delivery in alignment with organizational goals.

- Served as the point of contact for patient inquiries, demonstrating remarkable customer service skills.
- Instituted a robust schedule management system, improving overall appointment adherence.
- Verified insurance details meticulously to ensure timely pre-certifications.
- Promoted an organized and clean environment to enhance patient experiences and organizational standards.
- Handled copay collections and maintained accurate financial records that supported operational flow.
- Assisted therapists with administrative duties, ensuring smooth workflow and responsiveness.

### Office Assistant

January 2019 - May 2020

Community Health Services

Peoria, IL

Functioned as an Office Assistant, executing check-in processes and administrative tasks in a healthcare setting. Facilitated patient interactions while safeguarding their privacy and compliance with regulations.

- Supervised patient check-ins, fostering a welcoming atmosphere while maintaining structured data entry.
- Organized schedules for clinical staff, critically optimizing time for evaluations and treatments.
- Answered calls and routed inquiries accurately, ensuring prompt assistance.
- Contributed positively to special projects aimed at improving office workflows and patient service.
- Supported teamwork by actively participating in morale-building initiatives and department improvements.
- Adhered strictly to HIPAA regulations, consistently protecting patient confidentiality.

## LEADERSHIP & AWARDS

- Employee of the Month, HealthCare Solutions, March 2023
- Dean's List, Springfield High School, 2016-2018

## EDUCATION

### High School Diploma

2018

Springfield High School GPA: 3.8

Springfield, IL

**Coursework:** Business, Healthcare, Communication, Psychology 1/2

CERTIFICATIONS

- Certified Medical Administrative Assistant (CMAA) 📅 2025
- CPR and First Aid Certified 📅 2025

TECHNICAL SKILLS

- **Software Applications:** Microsoft Word, Microsoft Excel, EMR Software
- **Scheduling Tools:** Google Calendar, Outlook Calendar, Clinic System Scheduler
- **Communication Platforms:** Email, Phone Systems, Messaging Apps
- **Billing Systems:** Medisoft, QuickBooks, Practice Management Software
- **Insurance Processing:** Claims Submission, Authorizations, Pre-Certifications
- **Administrative Practices:** Records Management, Filing, Report Generation
- **Customer Service Techniques:** Active Listening, Conflict Resolution, Empathy
- **Patient Interaction Strategies:** Greeting Protocols, Engagement Practices, Feedback Collection
- **Quality Assurance Processes:** Audit Procedures, Error Tracking, Compliance Checks
- **Financial Management Tools:** Spreadsheet Software, Calculator Tools, Budgeting Methods

SKILLS

- |                        |                        |                             |                       |
|------------------------|------------------------|-----------------------------|-----------------------|
| • EMR Systems          | • Communication Skills | • Confidentiality Practices | • Problem Solving     |
| • Patient Scheduling   | • Time Management      | • Customer Service          | • Office Organization |
| • Billing Verification | • Collaboration        | • Data Entry                | • Workflow Efficiency |
| • Microsoft Office     | • Insurance Knowledge  | • Multitasking              |                       |

PROFESSIONAL AFFILIATIONS

- Member, National Association of Healthcare Professionals
- Volunteer, Local Community Health Fair

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST