

Nadia Hail

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SUMMARY

Dedicated medical receptionist with over four years of front desk experience in fast-paced healthcare settings. Expertly managed patient interactions, coordinated appointments, and maintained accurate records while adhering to privacy standards. Warm communicator, effectively addressing diverse patient needs and concerns to enhance their experiences. Committed to fostering strong teamwork, collaborating seamlessly with colleagues to improve operational efficiency. Proven problem-solver, implementing changes that reduce wait times while elevating patient satisfaction and confidentiality. Eager to contribute these skills and experiences in a welcoming environment.

EXPERIENCE

Front Desk Receptionist June 2024 - Present
HealthTech Services Chicago, IL

Responsible for managing patient check-ins and minimizing wait times in a busy healthcare facility. Facilitated communication across different teams through efficient scheduling. Led the implementation of streamlined processes that improve patient flow.

- Coordinated patient check-ins, ensuring collection of copays and insurance information while maintaining confidentiality.
- Scheduled and managed appointments for multiple physicians, including coordinating radiology and lab services.
- Updated patient records accurately in electronic health systems, enhancing data integrity and access for healthcare providers.
- Served as the first point of contact for patient inquiries, delivering prompt and courteous responses to enhance patient satisfaction.
- Collaborated with healthcare teams to streamline communication and improve patient flow during peak times.
- Implemented a new check-in process that reduced wait times by 15% through effective scheduling and management.

Medical Receptionist January 2022 - May 2024
CareWell Center Chicago, IL

Managed comprehensive front desk operations in a high-volume outpatient setting, maximizing service quality and patient retention rates. Provided clear administrative support and ensured compliance with all privacy regulations.

- Managed front desk operations, including patient registration, appointment scheduling, and insurance verification for a busy outpatient facility.
- Assisted patients with inquiries regarding their treatment plans, appointment reminders, and billing questions, ensuring clarity and understanding.
- Maintained accurate patient records and documentation in compliance with HIPAA regulations, contributing to overall safety and confidentiality of patient information.
- Developed and maintained positive relationships with patients, fostering a welcoming environment that encouraged repeat visits.
- Trained new staff on front desk procedures and patient management, improving team efficiency and service quality.
- Participated in monthly team meetings to discuss patient feedback and strategies for operational improvements.

LEADERSHIP & AWARDS

- Certified Medical Administrative Assistant (CMAA) - Achieved distinction in 2023.
- Basic Life Support (BLS) Certification - Obtained in 2024.

EDUCATION

Associate's Degree in Health Administration 2022
City College of Chicago GPA: 3.8 Chicago, IL

Coursework: Health Care Management, Health Accounting, Medical Ethics, Patient Privacy

CERTIFICATIONS

- Certified Medical Administrative Assistant 2023
- Basic Life Support Certification 2024

TECHNICAL SKILLS

- Administrative Tools:** Microsoft Office Suite, Google Workspace, Electronic Health Records
- Scheduling Software:** Zocdoc, Appointy, SimplePractice
- Communication Platforms:** Slack, Microsoft Teams, Zoom

- **Healthcare Regulations:** HIPAA, OSHA, CMS Guidelines
- **Patient Management Systems:** Epic, Meditech, Cerner
- **Training Development:** Mentoring Programs, Training Manuals, Procedure Documentation
- **Conflict Resolution Techniques:** De-escalation Strategies, Active Listening, Empathetic Response
- **Customer Relations:** Patient Feedback Surveys, Quality Assurance Reviews, Follow-Up Procedures
- **Data Entry Skills:** Attention to Detail, Accuracy Check, System Updates
- **Time Management Practices:** Prioritization Methods, Workflow Optimization, Deadline Management

SKILLS

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|-----------------------------------|-----------------------------|-------------------------------|-----------------------|
| • Patient Scheduling | • Communication Skills | • Appointment Coordination | • Conflict Resolution |
| • Electronic Health Records (EHR) | • Team Collaboration | • Interpersonal Communication | • Time Management |
| • Customer Service Excellence | • Confidentiality Adherence | • Record Keeping | • Privacy Standards |
| • Problem Solving | • Multitasking Ability | • Insurance Processing | |

PROFESSIONAL AFFILIATIONS

- Member of the American Association of Medical Assistants (AAMA).
- Volunteer at local health fairs assisting with patient registrations and health screenings.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST