

Gabriela Holland

Patient Services Associate

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STRENGTHS

- 🗣️ **Patient communication**
Explains policies, payments, portal access, and follow up steps clearly. Patients often leave with fewer questions.
- ❤️ **Urgent visit support**
Stays calm during walk ins and sensitive concerns. A quick nursing handoff helps patients receive timely attention.
- 📅 **MiChart coordination**
Uses scheduling and in basket workflows daily. Clean messages help clinical teams act without chasing missing details.
- 🔒 **Privacy and accuracy**
Checks identity, insurance, and guarantor details carefully. Confidential information stays protected throughout each visit.
- 🔄 **Front desk flexibility**
Moves smoothly between phones, check in, payments, and records. Colleagues rely on steady support during busy periods.

SKILLS

MiChart Scheduling Registration

Check in and check out

Insurance verification

Payment posting

Medical terminology

Patient privacy

Telephone reception Data entry

Urgent patient routing

Patient portal support

Eligibility verification

Medical records Customer service

SUMMARY

Patient services professional with four years of clerical experience in ambulatory and outpatient healthcare settings. Supports registration, appointment scheduling, patient flow, billing coordination, **medical information**, and **confidential health information**. Uses MiChart for **clinician schedules**, new and return appointments, virtual visits, **in basket messages**, eligibility checks, insurance verification, payment posting, and follow up communication. Provides calm service during urgent walk ins, late arrivals, schedule changes, and sensitive concerns. Coordinates effectively with patients, families, nurses, clinicians, billing teams, and health information staff. Applies medical terminology, accurate data entry, privacy practices, and sound prioritization during busy clinic operations. Ready to bring dependable front desk support and compassionate patient service to a clinical team.

EXPERIENCE

Patient Services Coordinator

Riverbend Family Medicine 📅 November 2024 to Present 📍 Milwaukee, WI

Supports ambulatory front desk operations across scheduled, virtual, urgent, and walk in care. Coordinates clinician calendars, patient communication, MiChart documentation, payment activity, clinical escalations, and service handoffs while protecting private health information.

- Coordinate scheduled, virtual, urgent, and walk in visits through **MiChart scheduling** workflows.
- Adjust clinician calendars for **rescheduling**, overbooks, **late arrivals**, and changing patient needs.
- Verify demographics, eligibility, insurance, and guarantor details before appointments and billing activity.
- Post patient payments in MiChart and route charge or itemized statement concerns to billing.
- Screen multi line calls and create **in basket messages** for clinical team follow up.
- Escalate urgent symptoms, isolation needs, wheelchair requests, and mobility concerns to nurses.
- Explain portal enrollment, clinic policies, payment steps, **follow up care**, and **return visits**.
- Maintain document labels, scanned records, supplies, operational notes, and front desk handoffs.

Patient Services Representative

Harborview Outpatient Clinic 📅 October 2022 to October 2024 📍 Wauwatosa, WI

Provided patient access and clerical support for a multispecialty outpatient clinic. Managed registration, scheduling, payments, records, telephone communication, after visit information, medical excuses, emergency support, and coordination with clinical and service departments.

- Managed **check in** and **check out** for multispecialty outpatient visits and follow up appointments.
- Verified eligibility, demographics, guarantor information, and insurance before patient registration.
- Scheduled and rescheduled appointments around clinician availability, urgent needs, and staffing changes.
- Collected cash, check, and **credit card** payments, then issued receipts and posted transactions.
- Answered high volume calls, routed inquiries, and documented messages for clinical follow up.
- Prepared visit documents, retrieved charts, distributed **after visit summaries**, and processed **medical excuses**.
- Supported emergency procedures, **transportation arrangements**, and patient assistance with calm communication.
- Explained clinic policies, payment expectations, portal access, and appointment instructions to families.
- Communicated with nurses, providers, billing staff, health information teams, and service departments.

PROJECTS

Patient Flow and MiChart Support 📅 2026

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER

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MONTHS

Improved front desk coordination through consistent MiChart scheduling, in basket messaging, patient flow updates, and clear handoffs for urgent needs.

Outpatient Payment and Records Workflow 📅 2024

Supported accurate payment posting, document labeling, chart retrieval, after visit information, and privacy focused handling of medical records.

LEADERSHIP & AWARDS

- Patient Service Recognition, Riverbend Family Medicine, 2025
- Reliable Front Desk Support Recognition, Harborview Outpatient Clinic, 2024
- Peer Recognition for Calm Urgent Visit Support, 2024

EDUCATION

High School Diploma

Riverside University High School 🎓 GPA: 3.5 📅 2022 📍 Milwaukee, WI

Coursework: Medical terminology, health information privacy, computer applications, business communication

CERTIFICATIONS

- HIPAA and Patient Privacy Training 📅 2025
- Basic Medical Terminology Certificate 📅 2023

TECHNICAL SKILLS

- **Electronic Health Records:** MiChart, in basket messaging, scanned documents
- **Scheduling Systems:** Clinician calendars, virtual visits, overbooks
- **Patient Registration:** Check in, check out, demographics
- **Insurance Administration:** Eligibility verification, guarantor data, insurance records
- **Payment Processing:** Cash, checks, credit cards
- **Medical Information:** Chart retrieval, medical excuses, after visit summaries
- **Telephone Systems:** Multi line phones, call screening, call routing
- **Patient Communication:** Portal enrollment, follow up calls, clinic policies
- **Privacy Standards:** HIPAA, confidential health information, secure records
- **Clinic Operations:** Urgent visits, walk ins, late arrivals
- **Document Processing:** Zebra labels, scanning, operational records
- **Patient Assistance:** Wheelchairs, transfers, transportation arrangements

PROFESSIONAL AFFILIATIONS

- Healthcare Front Desk Support Network, participant since 2024
- Milwaukee Area Technical College Continuing Education, medical terminology community
- Local Patient Access Professionals Group, member since 2023

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST