

Scarlett Simon

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SUMMARY

Patient services coordinator with three years of healthcare experience supporting oncology and specialty outpatient clinics. Handles **patient intake**, registration, demographic and insurance verification, medical record maintenance, encounter documentation, charge entry, **payment posting**, **cash reconciliation**, and routine financial discussions. Keeps patient movement organized through clear communication with patients, families, clinical staff, and administrative teams. Brings practical knowledge of **medical insurance claims** documentation, patient charts and histories, point of service payments, telephone support, transport coordination, privacy practices, and clinic safety. Has supported onboarding for new front desk coordinators and served as a workflow resource during busy sessions. Calm, accurate service helps patients receive clear information and helps clinic teams maintain reliable records, orderly operations, and responsive care.

EXPERIENCE

Patient Services Coordinator, Oncology February 2025 - Present
Crescent Specialty Clinics *Birmingham, AL*

Supports front desk operations for a specialty oncology clinic, covering **patient registration**, financial intake, documentation, payment handling, **patient flow**, telephone service, and supervised onboarding support.

- Verified demographic, insurance, contact, and visit details before completing electronic registration.
- Resolved **encounter documentation** gaps with **clinical staff** before charge entry and billing review.
- Posted co pay and deposit payments while reconciling cash against encounter and batch records.
- Explained routine financial arrangements and clinic procedures clearly to patients and families.
- Coordinated transport, incoming calls, arrivals, and location updates during busy clinic sessions.
- Oriented new coordinators on registration checks, records, payment handling, and service practices.

Patient Access Representative September 2023 - January 2025
Southern Ambulatory Care Group *Hoover, AL*

Managed patient access for multispecialty outpatient visits, maintaining records and payment documentation while supporting claims readiness, telephone service, wayfinding, transport requests, privacy, and safety procedures.

- Registered multispecialty patients by validating identity, demographic, insurance, and record information.
- Corrected incomplete records so approved information reached clinical and revenue cycle teams.
- Checked coverage documentation for common omissions before encounters entered **billing** workflows.
- Balanced point of service receipts and cash records at scheduled shift close.
- Handled calls, wayfinding questions, arrival concerns, and transport requests during high volume periods.
- Applied privacy and safety procedures around biohazard risks and controlled clinical environments.

PROJECTS

Oncology Front Desk Workflow 📅 2025
A busy clinic session revealed gaps in handoffs. Registration checks, payment steps, transport requests, and team updates were organized into a clearer front desk workflow that supported steady patient movement.

Patient Record Quality Review 📅 2024
Incomplete registration details often slowed downstream work. A focused review of demographic, insurance, and coverage documentation helped improve record readiness before billing activity.

LEADERSHIP & AWARDS

- Workflow Resource Recognition, supported newly hired coordinators with registration, records, payment handling, and service guidance.
- Patient Service Contribution, maintained calm communication and accurate documentation during high volume oncology clinic sessions.
- Safety and Privacy Leadership, consistently applied patient confidentiality and healthcare safety practices in clinical settings.

EDUCATION

High School Diploma 2023
Ramsay High School GPA: 4.0 *Birmingham, AL*
Coursework: Patient records, medical terminology, healthcare privacy, office software

CERTIFICATIONS

- HIPAA and Patient Privacy Training 📅 2024

- Bloodborne Pathogens and Healthcare Safety Training 📅 2025

TECHNICAL SKILLS

- **Registration Systems:** Electronic registration systems, patient intake workflows, demographic verification
- **Insurance Documentation:** Insurance verification, claims documentation, coverage review
- **Patient Records:** Medical records, patient charts, patient histories
- **Billing Operations:** Encounter forms, billing sheets, charge entry
- **Payment Processing:** Payment posting, co pay collection, deposit collection
- **Cash Controls:** Cash drawer management, daily cash reports, reconciliation
- **Communication Tools:** Telephone support, office software, computer systems
- **Patient Flow:** Transport coordination, wayfinding, arrival coordination
- **Privacy Practices:** HIPAA, authorized disclosures, confidential records
- **Safety Practices:** Bloodborne pathogens, biohazard awareness, radiation safety

SKILLS

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|----------------------------|-------------------|--------------------------|-----------------------|
| • Patient registration | • Patient records | • Payment posting | • Telephone support |
| • Patient intake | • Encounter forms | • Cash reconciliation | • Customer service |
| • Insurance verification | • Billing sheets | • Patient flow | • Employee onboarding |
| • Medical insurance claims | • Charge entry | • Transport coordination | |

PROFESSIONAL AFFILIATIONS

- Oncology Clinic Operations, supported coordinated intake, documentation, payment activity, and patient movement.
- Healthcare Patient Access, contributed registration and claims documentation knowledge across specialty outpatient services.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST