

Aisha Rodgers

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SUMMARY

Revenue cycle and medical office professional with five years of outpatient healthcare experience supporting referral coordination, patient scheduling, **medical documentation**, prescription workflows, and insurance communication. Coordinates administrative details among physicians, patients, clinical teams, receiving offices, and **insurance representatives** so services move forward with complete information. Maintains accurate **electronic medical records**, referral notes, appointment details, and follow up records while protecting patient information. Reviews documentation for missing or inconsistent details, resolves administrative gaps, and tracks requests through completion. Communicates clearly during patient, clinical, and payer interactions, including status updates and prescription related messages. Holds a high school diploma and valid Georgia driver's license, with practical experience supporting organized, dependable **medical office operations**.

EXPERIENCE

Revenue Cycle Coordinator

June 2024 - Present

Coastal Family Medicine Group

Savannah, Georgia

Coordinate referral, scheduling, prescription, documentation, and payer communication workflows for a multi provider outpatient practice. Support physicians, patients, **insurance representatives**, and receiving offices through accurate records and timely administrative follow through.

- Organized referral records, payer details, and appointment information for timely specialist submissions
- Reviewed incoming documentation and resolved missing details with clinical staff before referral processing
- Scheduled patient and referral visits around provider availability, patient needs, and follow up requirements
- Recorded prescription requests, routed messages to authorized staff, and tracked patient communication
- Answered referral questions from **patients, physicians**, and insurers while protecting medical information
- Maintained electronic records and referral notes for reliable **administrative follow through**

Medical Office Coordinator

October 2021 - May 2024

Pinecrest Primary Care

Pooler, Georgia

Supported daily operations for a busy primary care practice through appointment coordination, patient communication, referral preparation, prescription message handling, insurance inquiries, and accurate administrative records.

- Coordinated appointment scheduling, patient calls, and documentation for routine and follow up visits
- Prepared referral packets with orders, demographics, and relevant records for receiving offices
- Adjusted appointments and callbacks as provider calendars changed, preserving accurate **scheduling information**
- Recorded prescription renewal requests and directed messages to clinical staff for review
- Responded to insurance and outside office inquiries using authorized patient documentation
- Reviewed administrative entries and corrected inconsistencies before downstream workflow delays

LEADERSHIP & AWARDS

- Recognized by clinical colleagues for dependable referral follow through and clear status updates.
- Trusted by office teams to maintain accurate records during scheduling and prescription workflows.

EDUCATION

High School Diploma

2021

Savannah High School GPA: 4.0

Savannah, Georgia

Coursework: Medical office operations, health documentation, professional communication, administrative procedures

CERTIFICATIONS

- Valid Georgia Driver's License 📅 2021
- Medical Office Administration Training 📅 2021

TECHNICAL SKILLS

- **Referral Systems:** Referral intake, referral packets, referral tracking
- **Scheduling Systems:** Appointment scheduling, provider calendars, follow up scheduling
- **Medical Records:** Electronic medical records, medical documentation, referral notes
- **Insurance Administration:** Insurance communication, payer information, coverage inquiries
- **Prescription Workflows:** Prescription requests, renewal requests, clinical routing
- **Patient Communication:** Patient calls, status updates, callback tracking

- **Office Coordination:** Physician coordination, receiving offices, administrative follow through
- **Documentation Control:** Record review, missing information checks, data correction
- **Privacy Practices:** Patient information, authorized documentation, privacy protection
- **Healthcare Administration:** Outpatient operations, medical office procedures, revenue cycle support

SKILLS

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|-----------------------------|------------------------------|---------------------------------|--------------------------|
| • Referral Coordination | • Insurance Communication | • Patient Service | • Referral Documentation |
| • Medical Office Operations | • Prescription Workflow | • Administrative Follow Through | • Medical Records |
| • Patient Scheduling | • Electronic Medical Records | • Appointment Management | • Office Coordination |
| • Medical Documentation | • Physician Coordination | • Payer Communication | |

PROFESSIONAL AFFILIATIONS

- Healthcare administrative practice focused on accurate documentation and patient centered service.
- Professional interest in organized referral coordination, payer communication, and dependable office operations.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST