**Unique Williams**

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**MEDICAL SUPPORT ASSISTANT**

# CAREER SUMMARY

Over 5 years of experience working in a healthcare environment. Highly qualified in performing clerical, receptionist, and administrative support, include coordinating and monitoring patient’s appointment scheduling, record keeping, and administrative processes. Proficient in relaying messages to appropriate staff and directing the flow of daily activities. Possess advanced knowledge in medical terminology, health care processes, including interdisciplinary coordination and delivery of care, relating to patient health care. Remains well-informed of policies and procedures. Adept at collaborating and communicating orally and written with physicians and clinicians across multiple disciplines to accomplish team goals and to ensure medical care to patients. Employ the ability to work independently or with teams to meet deadlines to ensure compliance with policies, processes, and regulations.

# COMPUTER COMPETENCIES

Knowledgeable in Computer Software including Microsoft Office Word, PowerPoint, Excel, Adobe Health System, Medisoft, EMR

# ACQUIRED SKILL

Medical Administration/Medical Assistant/Medical Office Management

Patient Scheduling /Patient Education/Medical Office Procedures

Medical Terminology/Insurance Verification /Patient-focused customer service/Integrity/Adaptability/Interpersonal Skills

# WORK EXPERIENCE

## Liberty Family Medicine, Hinesville GA 12/2020- Present

Medical Assistant/Medical Front Office Support

* Successfully provide medical support while performing front office duties as a receptionist; serves as the first point of contact to greet patients for appointment check in, including answering incoming calls on multiple phone lines, via emails and answering patient’s questions regarding services and care
* Document patient medical history information, including vitals, physician notes and any changes in medical conditions
* Utilizes medical software applications to input, update and retrieve data, and prepare correspondence; successfully employ office automation processes daily, including appointment cycle scheduling
* Deliver accurate medical data promptly by prioritizing duties through efficient time management
* Effectively collect and post patient’s payment using medical software and automated processes
* Perform cash handling, including receiving and processing co-payments; verifies and applies insurance to the new and old patient’s account
* Execute book-keeping skills that include charting patient’s demographic, filing and productively scan confidential personal data and enter a secure electronic database

## Manhattan Primary Care, Manhattan, KS 2/2016-12/2020

Medical Assistant/Medical Front Office Support

* Served as the first point of contact to welcome and check patients in, and out of office, answering incoming, and outgoing calls, and attentively answered patient’s questions regarding services
* Provided medical support assistant while performing front office duties as a medical receptionist; supported the organization office in opening and closing the practice daily
* Successfully managed, planned and organized daily scheduling of appointments, collected and posted patient’s payment using medical software and automated processes
* Verified and applied insurance to the new and old patient’s account
* Executed book-keeping, including charting patient’s demographic filing and productively scanned confidential personal data and a secured electronic database
* Assist physician with procedures, collecting lab specimens, treatment plans, preparing discharge information along with medication provided by physician.

# EDUCATION

***Liberty Regional Medical Center 3/2021***

Certified Basic Life Support

*Allied Medical Training 5/2018*

Certified Medical Assistant