


Kimberly Robinson


Front Desk Medical Receptionist

Front desk medical receptionist with 5 years in multi-provider primary care and pediatrics. Comfortable juggling phones, check-in, and insurance verification during 80+ patient days. Known by providers as the person who keeps the schedule honest and the waiting room calm.



CONTACT INFORMATION

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EDUCATION

Associate of Applied Science, Medical Office Administration, Wake Technical Community College, 2020

Certified Medical Administrative Assistant (CMAA), NHA, 2021

KEY SKILLS

- eClinicalWorks
- Athenahealth
- Availity
- Waystar
- HIPAA compliance
- Insurance verification
- Prior authorizations
- Co-pay collection
- Multi-line phone systems
- Patient check-in/out
- ICD-10 basics
- Spanish (conversational)

PROFESSIONAL EXPERIENCE

Lead Front Desk Receptionist | 2022 - Present

Birchwood Family Health, Raleigh, NC | 2022 to Present

- Check in an average of 92 patients per day across four providers, keeping wait time under 12 minutes for 9 out of 10 visits
- Verify insurance eligibility in Availity and Waystar before each appointment, cutting day-of denials to roughly 2 per week
- Trained four new front desk hires on eClinicalWorks workflows, HIPAA basics, and co-pay collection scripts
- Took over prior auth tracking when the referral coordinator went on leave, closing a backlog of about 60 pending requests in three weeks
- Handle escalated patient complaints at the window and de-escalate before involving the office manager

Medical Receptionist | 2020 - 2022

Birchwood Family Health, Raleigh, NC | 2020 to 2022

- Answered a five-line phone system handling 120-160 calls daily, routing clinical questions to the triage nurse
- Collected co-pays and past balances at check-in, lifting point-of-service collections by about a third within the first year
- Scheduled annual wellness visits and follow-ups across two locations using Athenahealth
- Audited daily encounter forms against the schedule to catch missed charges before end-of-day close