

SUSAN MOORE

Medical Receptionist

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PROFILE

Recent medical administrative assistant graduate with 9 months of front-desk experience in a high-volume urgent care. Familiar with Athenahealth scheduling, copay collection, and HIPAA-compliant phone handling. Calm under pressure during walk-in surges and known for keeping the lobby moving.

KEY SKILLS

- Athenahealth and Dentrix
- Insurance card and eligibility entry
- Copay and self-pay collection
- HIPAA basics
- Multi-line phone etiquette
- Medical terminology
- Microsoft Office
- Patient check-in and check-out
- Records scanning and indexing
- Appointment confirmation calls

PROFESSIONAL EXPERIENCE

Medical Receptionist

BlueRidge Urgent Care, Greenville, SC | 2024 - Present

- Check in 60-75 walk-in patients per shift, verifying ID, insurance card, and consent forms in Athenahealth.
- Collect copays and self-pay deposits, closing each shift with a register within \$2 of system totals on 95% of days.
- Answer a 4-line phone system, routing prescription refill requests and triage questions to the correct MA.
- Scan and index lab results, imaging reports, and outside records to the right encounter in the EHR.

Front Desk Associate (Internship)

Piedmont Pediatric Dental, Greenville, SC | 2023 - 2024

- Completed a 240-hour externship rotating through check-in, records, and recall scheduling.
- Confirmed next-day appointments by phone and text, reaching about 85% of families before close.
- Prepared new-patient packets and updated guardian contact info in Dentrix.

EDUCATION

Diploma, Medical Office Administration, Greenville Technical College, 2024

Certified Medical Administrative Assistant (CMAA), National Healthcareer Association, 2024

BLS Certification, American Heart Association, 2024