




Gary Mitchell

Front Desk Medical Receptionist

Front desk supervisor with 14 years across orthopedics, OB/GYN, and family medicine. Built check-in workflows that hold up during 100+ patient days and trained more than 20 receptionists across three clinic sites. Strong on insurance verification, prior authorizations, and the awkward financial conversations no one else wants to have.

CONTACT INFORMATION

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 Spokane, WA

KEY SKILLS

- Epic
- NextGen
- Practice Fusion
- Insurance verification
- Prior authorizations
- Staff scheduling
- Front desk training
- Patient financial counseling
- HIPAA compliance
- Workers' comp intake
- Medicare wellness scheduling
- Conflict de-escalation

PROFESSIONAL EXPERIENCE

2019 - Present

Front Desk Supervisor | Cascade Orthopedic Partners, Spokane, WA | 2019 to Present

- Oversee a team of 9 receptionists across two clinic locations handling roughly 540 patient visits per week
- Rebuilt the morning check-in script and intake packet, which dropped average check-in time from 7 minutes to under 4
- Run weekly huddles on schedule gaps, no-show trends, and front-desk denial reasons with the billing manager
- Audit insurance eligibility reports each morning and reach out to about 25 patients per week before their visit to fix coverage issues
- Write annual reviews, handle scheduling for PTO coverage, and sit on the EHR optimization committee

2015 - 2019

Lead Medical Receptionist | Inland Women's Health, Coeur d'Alene, ID | 2015 to 2019

- Led front desk operations for a four-provider OB/GYN practice averaging 70 patient visits per day
- Verified high-risk pregnancy benefits with commercial and Medicaid plans and explained coverage to patients at intake
- Coordinated referrals to maternal-fetal medicine, tracking each one through scheduling confirmation
- Cross-trained the medical assistants on after-hours phone triage routing during staffing gaps
- Cut outstanding patient balances over 60 days by about 22% through structured payment plans at check-in

2012 - 2015

Medical Receptionist | Riverbend Family Medicine, Pasco, WA | 2012 to 2015

- Handled check-in, check-out, and phones for a three-provider rural family practice
- Scheduled annual physicals, sports physicals, and Medicare wellness visits in Practice Fusion
- Collected co-pays and outstanding balances, posting daily deposits of about \$1,800
- Trained two replacement receptionists during a clinic transition to a new EHR

2010 - 2012

Patient Services Representative | Tri-City Urgent Care, Kennewick, WA | 2010 to 2012

- Registered walk-in patients during 12-hour shifts averaging 80 visits per shift
- Verified insurance benefits for urgent care and occupational health visits
- Processed workers' comp paperwork and faxed reports to employers same day
- Reconciled cash drawer nightly with zero variance for 14 months running

EDUCATION

Associate of Arts, Spokane Falls Community College, 2010

