



# Quentin Padilla

## Senior Patient Service Representative

Certified Medical Administrative Assistant with 6 years of experience in patient registration, copay collection, and medical records management across clinic and urgent care settings. Auditing demographic and insurance fields in Epic before each encounter maintains a 98.48% registration data accuracy rate. Skilled in Epic, NextGen, and Microsoft Excel, with daily copay collections averaging \$2,140 through point-of-service transactions.

### CONTACT INFORMATION



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Waynesboro, VA 12345

### EDUCATION

Associate of Science (A.S.) in Health Sciences  
Blue Ridge Community College,  
Weyers Cave, VA 2018 - 2020

### KEY SKILLS

- Epic (scheduling and registration)
- NextGen (practice management)
- Microsoft Excel
- HIPAA compliance
- ICD-10 and CPT coding references
- Copay collection and POS transactions
- Multi-line phone system operation
- Patient registration and demographic verification
- Medical records filing and retrieval
- Insurance eligibility confirmation

### PROFESSIONAL EXPERIENCE

#### Senior Patient Service Representative | 2023 - Present

Shenandoah Creek Medical Associates, Waynesboro, VA

- Maintained a 98.48% registration data accuracy rate by auditing demographic and insurance fields in Epic before each encounter.
- Collected an average of \$2,140 in copays per day from walk-in and scheduled patients, posting payments and printing receipts within 2 minutes of each transaction.
- Built a centralized document index in Microsoft Excel that cut retrieval time from 8 minutes to 3 minutes per record by mapping chart locations to shelf codes and provider names.
- Developed a registration quality checklist that reduced data entry rework, improving accuracy on insurance plan fields from 94.7% to 98.56% over 4 months.
- Coordinated referral paperwork for 8 providers, assembling prior authorization packets and faxing completed forms within 24 hours of the ordering visit.

#### Patient Service Representative | 2021 - 2023

Blue Ridge Hollow Family Practice, Staunton, VA

- Achieved a 98.39% registration data accuracy rate by verifying patient demographics against insurance cards and photo ID at each visit.
- Collected \$1,870 in copays per day on average, reconciling credit card and cash totals at shift close and flagging discrepancies over \$6.
- Reduced document retrieval time by 6 minutes per request by reorganizing the inactive chart storage room and labeling shelves by last name and date of birth.
- Scanned and attached clinical correspondence into NextGen for 34 patient records per day, ensuring documents were accessible to providers before afternoon appointments.

#### Patient Service Representative | 2020 - 2021

Augusta Valley Urgent Care, Fishersville, VA

- Registered 63 patients per day using Epic, entering demographics, insurance details, and consent forms with a 98.49% first-pass accuracy rate.
- Collected \$1,460 in daily copays by confirming patient responsibility amounts at the point of service and processing credit card and check payments.
- Retrieved archived documents for provider review in an average of 5 minutes per request, pulling lab results, imaging reports, and referral letters from on-site storage.

### CERTIFICATIONS

- Certified Medical Administrative Assistant, National Healthcareer Association, 2021