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**Summary of Qualifications:**

* Vast experience working in a Chiropractic and Medical office
* Deep knowledge of medical coding and the electronic medical billing systems
* Good understanding of insurance verification and claims
* Familiarity with ICD-9 and CPT codes
* Ability to check patients in and out, collect money from patients, schedule appointments and educate patients
* Ability to verify all information with the insurance companies
* Ability to maintain a record of all check in and checkout of patients
* Ability to multitasking and prioritizing the work
* Excellent face-to-face and phone communication skills

**Work Experience:**

Chiropractic Receptionist, August 2005 – Present  
Scott Family Chiropractic, Salem, VA

* Greeted all patients and visitors with courtesy whether in person and on the telephone, answered to all their inquiries.
* Managed all customer request and scheduled appointments for the visitors.
* Ensured that the treatment room is available before giving appointment to the patients.
* Administered the patient appointments such as informing the service provider about the patient’s arrival or any delays.
* Maintained a neat and clean reception desk, patiently answered all patient queries.
* Prepared a record of individual patients such as their treatments, personal information and any necessary detail.

Chiropractic Receptionist, May 2000 – July 2005  
Access Chiropractic, Salem, VA

* Maintained a record of financials of the clinic such as the patients charges, any credit extended to them and processed all third party claims.
* Managed the inventory and equipments of the clinic, checked the supplies on a regular basis and placed orders in accordance to it.
* Verified all invoices for the supplies and coordinated with the external agencies for equipment maintenance and repair.
* Ensured that all confidential personal and financial information of the patient is maintained at all times.

**Education**

Bachelor’s Degrees in Liberal Arts, American Graduate University, Covina, CA