Rosalind Okonjo-Pratt

Medical Receptionist

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SUMMARY

Medical receptionist with 4 years at internal medicine and orthopedic practices, checking in up to 70 patients a day and verifying insurance before every visit. Experienced in eClinicalWorks and NextGen scheduling, copay collection and referral tracking. Known for keeping eligibility-related claim denials low.

EXPERIENCE

Medical Receptionist — Scioto Internal Medicine Group

Columbus, OH · Mar 2023 – Present

- Check in 60–70 patients a day for 5 providers, scanning IDs and insurance cards and updating demographics in eClinicalWorks.
- Verify eligibility and benefits for next-day appointments each afternoon, cutting eligibility-related claim denials from 7% to 2% in a year.
- Answer a 6-line phone system handling about 150 calls a day, scheduling, rescheduling and routing clinical questions to the nurse line.
- Collect copays and past-due balances at check-in, raising time-of-service collections by about $4,000 a month.

Front Desk Receptionist — Northgate Orthopedic Center

Columbus, OH · Jun 2021 – Feb 2023

- Scheduled new-patient and post-surgical visits for 3 surgeons, keeping each template filled to about 95% of available slots.
- Tracked 40 incoming referrals a week, requesting imaging and records so 90% of new patients arrived with complete files.
- Scanned and indexed 200 documents a day into patient charts, keeping the scanning backlog under 24 hours.

SKILLS

Front desk: Patient check-in and check-out, multi-line phones, scheduling, waitlist management

Insurance and billing: Eligibility verification, copay collection, referral tracking, prior authorization requests

Systems: eClinicalWorks, NextGen, Availity, Microsoft Office

Compliance: HIPAA privacy practices, consent forms, release-of-information requests

CERTIFICATIONS

Certified Medical Administrative Assistant (CMAA), NHA, 2022

EDUCATION

Medical Office Administration Certificate, Columbus State Community College, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.