Perpetua Okafor-Lindqvist

Patient Scheduler, Multi-Specialty Clinics

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SUMMARY

Scheduler with 7 years of experience booking for clinics and field service teams, currently managing calendars for 14 providers across 3 specialties. Book about 120 appointments a day in Epic, cut the no-show rate from 13% to 7% with reminder calls and a waitlist, and keep provider utilization above 92%. Known for accurate insurance checks, calm phone manner and clear handoffs.

EXPERIENCE

Senior Patient Scheduler — Whitlock Valley Specialty Clinics

Indianapolis, IN · Mar 2021 – Present

- Manage calendars for 14 providers in cardiology, pulmonology and endocrinology, booking about 120 visits a day.
- Cut the no-show rate from 13% to 7% in 18 months by adding 2-day reminder calls and a same-week waitlist.
- Keep provider utilization above 92% by filling about 25 cancellations a week from the waitlist.
- Verify insurance and referrals for about 60 new patients a week, lowering denied visits by about 30%.
- Trained 6 new schedulers on Epic templates, visit types and call scripts.

Field Service Scheduler — Corbin Air Heating and Cooling

Carmel, IN · Jun 2018 – Feb 2021

- Scheduled about 70 service and install jobs a day for 22 technicians across 4 counties.
- Built daily routes by zone, cutting average drive time between jobs by about 15 minutes.
- Rebooked about 40 jobs a week during summer peaks with no missed emergency calls.

SKILLS

Scheduling: Provider templates, visit types, waitlists, recall lists, route planning

Systems: Epic Cadence, athenahealth, ServiceTitan, Microsoft Outlook, Excel

Patient access: Insurance verification, referrals, prior authorization checks

Communication: High-volume phones, reminder calls, patient portal messages

CERTIFICATIONS

Certified Patient Access Specialist (CHAA), 2021

Epic Cadence Scheduling, user certification, 2020

EDUCATION

Associate of Applied Science in Health Information Technology, Ivy Tech Community College, 2018

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