

Kathy B. McNamara
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Career Objective:

To obtain a Medical Secretary position at "St. Mary's Medical Center," and perform secretarial and administrative support duties and contribute in providing excellent medical service to patients.

Summary of Skills:

- ⑩ Experience of handling secretarial and administrative duties of medical facilities
- ⑩ Strong knowledge of medical terminology and business English
- ⑩ Proficient with MS Office and custom database software programs
- ⑩ Ability to prepare, store, and maintain patients' documents
- ⑩ Skilled in tracking and recording history of patients
- ⑩ Good telephone, typing, and customer service skills

Work Experience:

Medical Secretary
Mountain Healthcare System, Springfield, MA
October 2015 - Present

- ⑩ Answering, screening, and directing incoming calls and making outgoing calls on request of physicians
 - ⑩ Scheduling appointments matching with physicians calendars
 - ⑩ Notifying patients of diagnosing and treatment process and documentation
 - ⑩ Assisting patients in filling out admission and medical claim forms
 - ⑩ Registering new patients and preparing medical file for future reference
 - ⑩ Scheduling follow-up appointments and retrieving patient medical records

Medical Secretary
United Medical Center, Springfield, MA
February 2012 - September 2015

- ⑩ Performed patient registration, and prepared admit and discharge card
 - ⑩ Verified insurance details provided by patients and scheduled appointments
 - ⑩ Answered phones and assisted doctors and staff in providing excellent patient experience
 - ⑩ Collected fees from patients and entered in the respective file on computer

- ⑩ Maintained and ordered office supplies as required and prepared patient medical report
- ⑩ Updated medical and insurance information in patients file and explained about treatment and follow up procedures

Education:

- ⑩ High School Diploma
St. Patrick's School, Springfield, MA
2010
- ⑩ Certified Medical Assistant
ABC Vocational Training Institute, Springfield, MA
2011

Reference:

On request.