
ER Clerk Resume

Job Objective

To obtain an ER Clerk position that will allow me to utilize my skills and has potential for growth.

Work Experience:

ER Clerk, May 2004 – Present
Cypress Creek Hospital, Minneapolis, MN

- Administered to register emergency room patients efficiently by obtaining appropriate signatures.
- Completed all required forms and providing patient information as required by state and federal regulations.
- Verified insurance information according to departmental procedures and ensured that required pre-authorizations and pre-certifications had been obtained.
- Managed to request and collect cash from patients according to policy and procedures by informing them of their payment options, including payment plans, financial assistance programs and compassionate care program.
- Coordinated registration and diagnosis information with physician offices and service areas to minimize inconvenience to patient.
- Volunteered to visit patients in their room to complete or validate account and registration information.
- Demonstrated commitment to service, organizational values and professionalism through appropriate conduct and demeanor at all times.

ER Clerk, March 2002– April 2004
Community Health Systems, Minneapolis, MN

- Administered registration of patients and passed on information to required hospital departments.
- Provided exceptional customer service and interacted effectively with physicians, patients, residents, visitors, staff and the health care community.
- Adhered to organizational and departmental specific safety standards and guidelines.
- Worked collaboratively and supported efforts of team members and maintained confidentiality and protected sensitive data.
- Conducted patient interviews to obtain required information, complete requested forms, and obtain signatures.
- Clarified hospital's financial policy.

Summary of Qualifications:

- Working knowledge of hospital administration and exposure to such environment
- Sound Knowledge of medical terminology
- In- Dept knowledge of insurance policies and claims
- Able to perform clerical duties relating to care of patients
- Excellent communication skill to maintain good relations with customers and co-workers
- Exceptional ability to follow policies and procedures

Education:

Associate Degree in Health Unit Coordinator, Glendale Community College, Glendale, AZ

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