

# MEDICAL RECEPTIONIST RESUME

A medical receptionist performs administrative tasks in hospitals, clinics, and doctors' offices. Some of the things that are required to be successful in this field include great communication and interpersonal skills, personal integrity when dealing with sensitive information, trustworthiness, outstanding organization, and a dedication to providing quality customer service.

Your medical receptionist resume should reflect your best skills and experience at every level. Since no special training other than a high school diploma is usually required, education will not be much of a focus in this career path. There are three medical receptionist resume format choices below, each focusing on a different point in a typical career. Bear in mind that advancement opportunities are often available for those who seek secondary education, as well.

## Entry Level Resume

An entry level medical receptionist will want to focus first on any high school courses that prepared him or her for the position. Though work experience is limited here, any customer-service oriented job, whether you have waited tables or worked as a cashier, can prove beneficial. In the medical receptionist resume example here, Beverly Porter describes her high school experience and her job working with the public at Mel's Diner.

### Beverly Porter

201 North 18th Street, Apartment 302, Gary, Indiana 46401  
(219) 222-9741, [email]

## OBJECTIVE:

Recent high school graduate with customer service experience seeks entry level position as a receptionist in a busy, fast-paced healthcare environment. Organized and dedicated with a warm personality and a drive to help patients resolve issues.

## EDUCATION:

### Lakes High School

High School Diploma, 2014  
Grade Average: A

#### Relevant Coursework

- Introduction to Psychology
- Computer Science
- MS Word and Excel
- Economics

## MAJOR STRENGTHS:

- Friendly and outgoing personality; genuinely interested in being an advocate for the public.
- Detail-oriented and able to quickly catch discrepancies and scheduling conflicts.
- Dependable and trustworthy around confidential patient information.
- Work well alone or with others in fast-paced environments.
- Can work long or unusual hours to meet the needs of a hospital or clinic.

## TECHNICAL SKILLS:

- MOS Specialist Certificate, 2014
- Types 80 WPM with 96% accuracy.
- Understands recordkeeping and learns quickly.

## WORK EXPERIENCE:

**Server**, Mel's Diner in Gary, Indiana  
8/2011-Present  
Mid-Level Professional Resume

A mid-level professional medical receptionist is someone who has worked in the position for at least five years and has two or more sources of employment history. At this point, you should be able to focus on any skills and achievements you have picked up in your career. Rodney Caruthers points out his professionalism and friendly personality first, then goes on to describe his work experience in the following medical receptionist resume sample.

**Rodney Caruthers**

971 Jackson Court, Chicago, IL 60601 . (312)949-9784 . [email]

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**PERFORMANCE SUMMARY:**

Experienced medical receptionist with proven skills including compassion, friendly disposition, and advanced computer knowledge seeks an exciting position with a hospital or clinic in which organization, customer service, and friendliness come first.

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**CORE COMPETENCIES:**

- Greeting visitors
- Basic medical terminology
- Call screening
- Appointment scheduling
- Typing
- Customer service
- Information verification
- Oral and written communication

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**SELECTED ACHIEVEMENTS:**

- Positive reviews every six months throughout career.
- Selected to train new receptionists as they were hired.
- Employee of the Month at Hubert Hospital in March 2012 and November 2014.
- Assisted in the setup and testing of a new hospital-wide telephone and intercom system.

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**PROFESSIONAL EXPERIENCE:**

Hubert Hospital

**Medical Receptionist**, 2/2011 to Present

- Responsible for greeting patients, answering telephones, and providing documents for intake.
- File intake documents.
- Contact insurance companies and handle mail correspondence.
- Keep office and waiting area clean and sanitized.
- Provide a welcoming atmosphere for patients and help keep small children entertained while in the waiting area.
- Communicate information to nurses and staff when necessary.
- Ensure that sick patients wear masks while in waiting area; escort those with contagious conditions to an isolation waiting room.
- Enter information into computer systems to be processed by coding/billing teams.

Burgess Clinic

**Medical Receptionist** 9-2009 to 2-2011

- Answered incoming telephone calls and routed them to the correct individual or mailbox.
- Scheduled patient and vendor appointments according to individual doctor schedules.
- Kept reception and waiting areas clean; stocked magazines, tissues and hand sanitizers in those areas.
- Kept restrooms in waiting areas clean and well-stocked.
- Entered information into computer system to be processed by billing and coding teams.
- Placed calls to insurance companies to verify coverage; photocopied patient insurance cards and identification for recordkeeping.

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**EDUCATION:**

**St. Ruth High School**

High School Diploma w/Business Focus, 2009

An experienced professional medical receptionist resume should start out by listing all of the major skills that you have picked up throughout your career, including software with which you are familiar. In the medical receptionist sample resume below, Audrey Chambers does a great job of highlighting her personal and technical skills before describing her past employment in two different hospital settings.

**Audrey Chambers**

814 Sunset Trail  
Nashville, TN 37201  
Phone: 615/608-9741  
[email]

- Fluent in MS Office and Excel
- Understand SQL database
- Type 85 WPM
- Familiar with complicated telephone systems
- Friendly and caring disposition

- Able to multitask
- Can work any hours any day of the week
- Professional communication skills
- Proactive needs assessment
- First Aid/CPR Certification

**St. John's Covenant Hospital**

**12/2010 – Present**

**Medical Receptionist**

**12/2008 – 12/2010**

**Berger Clinic**

**8/2004 – 12/2008**

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