

Eleanor Hodges

Front Office Medical Assistant

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SUMMARY

Compassionate and organized medical assistant with over two years helping in busy healthcare settings. Proven strengths in patient interaction, managing front office functions, and efficiently organizing appointment schedules. Effectively maintained electronic health records while ensuring a seamless experience for patients during check-ins and check-outs. Excels in collaborating with clinical staff to boost operational efficiency and has ensured positive experiences through friendly communication. Committed to providing outstanding service and enhancing clinic operations with strong attention to detail in handling various administrative tasks.

EXPERIENCE

Front Office Medical Assistant

CareWell Clinic 📅 June 2025 - Present 📍 Santa Barbara, CA

Support administration in a fast-paced medical environment, streamline patient processes, and manage interactions between patients and clinical staff to enhance care delivery.

- Greet an average of 50 patients daily, ensuring timely check-ins and maintaining accurate records for smooth operational flow.
- Optimize scheduling accuracy for appointments, significantly reducing wait times and maximizing provider efficiency.
- Enhance patient satisfaction by addressing inquiries regarding billing and insurance with comprehensive support tailored to their needs.
- Maintain updated electronic health records (EHR), facilitating quick access to information for clinician review.
- Collect copays at the time of check-in or out, following regulations and improving financial processes.
- Coordinate closely with clinical teams to ensure effective communication surrounding patient needs and minimize delays.

Administrative Assistant

HealthFirst Medical Center 📅 January 2025 - May 2025 📍 San Luis Obispo, CA

Provided foundational administrative support within a busy healthcare practice, bolstering patient intake procedures and assisting with scheduling.

- Managed incoming patient communications promptly, professionally addressing queries and directing calls as necessary.
- Facilitated accurate patient record management in the EHR system, which improved collection processes.
- Scheduled and confirmed patient appointments, contributing to organized clinic operations.
- Collaborated with clinical staff on insurance verifications effectively, thus expediting patient services.
- Assisted patients with documentation, preserving confidentiality while ensuring compliance with all regulatory standards.
- Supported staff with clerical duties to maintain efficient workflows across departments.

LEADERSHIP & AWARDS

- Dean's List, California State University, San Luis Obispo, 2024
- Healthcare Excellence Award, HealthFirst Medical Center, 2025

EDUCATION

Medical Assisting Diploma

California State University, San Luis Obispo 🎓 GPA: 3.8 📅 2025 📍 San Luis Obispo, CA

Coursework: Anatomy, Clinical Procedures, Pharmacology, Health Information Management

CERTIFICATIONS

- Certified Medical Assistant (CMA) 📅 2025
- Basic Life Support (BLS) Certification 📅 2025

TECHNICAL SKILLS

- **Patient Management Systems:** Epic, NextGen, Cerner
- **Practice Management Software:** Athenahealth, Allscripts, Meditech
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Billing Software:** QuickBooks, NADA, Trizetto
- **Cloud Platforms:** Google Drive, Dropbox, OneDrive
- **Scheduling Tools:** Zocdoc, Calendly, Doodle
- **Documentation Standards:** HIPAA Compliance, ISO Standards, AAPC Guidelines
- **Insurance Processing:** ICD-10 Codes, CPT Codes, HCPCS Codes

- **Quality Assurance Methods:** Lean Six Sigma, DMAIC, Quality Circles
- **Training Tools:** Articulate Storyline, Adobe Captivate, eLearning Software

SKILLS

- Electronic Health Records (EHR)
- Customer Service
- Billing Inquiries
- Time Management
- Appointment Scheduling
- Medical Terminology
- Communication Skills
- Front Desk Operations
- Patient Care
- Multitasking
- Data Entry
- Confidentiality Practices
- Insurance Verification
- Team Collaboration
- Organizational Skills

PROFESSIONAL AFFILIATIONS

- Member, Student Medical Association, California State University, San Luis Obispo
- Volunteer, Community Health Outreach Program, San Luis Obispo

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST