



# Elizabeth Richardson

## Medical Assistant & Front Office Representative

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### SUMMARY

Dedicated medical professional with over four years in clinical settings, excelling in patient care and a dual-role of administrative support. Managed front office operations while ensuring every patient received exceptional service. Strong foundation in medical terminology, electronic health records, and dermatology practices. Committed to enhancing patient experiences by promoting collaborative teamwork and maintaining robust communication. Eager to contribute skills and passion for excellence at HealthFirst Dermatology, emphasizing efficiency and compassion as core values.

### EXPERIENCE

#### Medical Assistant

HealthCare Solutions 📅 June 2022 - Present 📍 Elmhurst, IL

Oversaw the clinical operations supporting healthcare providers and ensuring quality patient interactions. Maintained organized examination areas and was pivotal in preparing patients for examinations.

- Documented patient histories, vital signs, and care instructions, enhancing continuity and quality of care.
- Assisted during various procedures by preparing equipment and maintaining cleanliness, directly contributing to patient safety.
- Administered medications as directed by the provider while prioritizing patient comfort and education regarding their treatment plans.
- Educated patients on skincare recommendations post-care, significantly improving treatment satisfaction.
- Implemented effective organization in examination rooms which resulted in operational improvements and reduced wait times for patients.
- Ensured compliance and accuracy in electronic medical records during patient interactions, aligning with best-practice standards.

#### Front Office Associate

Wellness Clinic 📅 January 2020 - May 2022 📍 Lombard, IL

Managed front office responsibilities, combining strong customer service with efficient administrative skills to enhance patient flow through the clinic. Ensured a welcoming atmosphere fostering trust and support.

- Greeted and checked in patients promptly, creating a positive entry experience that set the tone for visits.
- Streamlined appointment scheduling and confirmations, effectively optimizing time slots and reducing patient wait times.
- Addressed patient inquiries skillfully, providing accurate information and guidance, thereby reinforcing a caring environment.
- Processed payments seamlessly, contributing to streamlined checkout procedures and minimizing disruptions.
- Coordinated referrals and follow-ups with precision, enhancing communication with other healthcare providers.
- Upholding HIPAA compliance rigorously to protect patient confidentiality and privacy rights.

#### Medical Assistant Intern

Student Health Center 📅 August 2019 - December 2019 📍 Naperville, IL

Provided support during clinical rotations, assisting staff in upholding high standards of patient care and administrative tasks. Engaged actively with supervisors to foster improved practices.

- Supported evaluations conducted by healthcare professionals by maintaining accurate documentation and patient data management.

### STRENGTHS



#### Patient-Centric Focus

Recognized for building strong connections with patients, resulting in consistent commendations from those served.



#### Effective Communication

Regularly praised for clear explanations provided to patients about procedures and care, bridging gaps in understanding.



#### Organizational Skills

Excel at maintaining order in fast-paced environments, leading to smoother patient transactions and increased efficiency.



#### Collaboration

Frequently preferred collaborator across teams, helping streamline processes that positively affect patient experiences.



#### Adaptability

Capable of quickly adjusting between administrative and clinical roles, enhancing team effectiveness under varying workloads.

### SKILLS

Medical Terminology Patient Care

Electronic Health Records (EHR)

Appointment Scheduling

Customer Service

Team Collaboration

HIPAA Compliance

Patient Education

Laboratory Procedures

Interpersonal Skills

Data Management Clinical Support

Scheduling Systems

Referral Coordination

Conflict Resolution

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Medical Assistant at HealthCare Solutions (4.1 Years)

● Front Office Associate at Wellness Clinic (2.3 Years)

● Medical Assistant Intern at Student Health Center (4 Months)

- Engaged with patient education initiatives, facilitating discussions about health diagnostics pertinent to student life.
- Collaborated on administrative tasks including data input and scheduling, contributing to overall clinic operations.
- Maintained sanitary environments through diligent preparation of exam spaces for varied clinical procedures.
- Participated in outreach efforts focusing on health awareness within the student community, boosting engagement and information access.
- Built strong relationships with peers and supervisors focused on enhancing overall patient outcomes and service delivery.

## PORTFOLIO

**Title:** Health and Wellness Projects

**Link:** Naperville, IL

**Description:** Developed extensive health-related educational tools focused on engagement and information dissemination.

## LEADERSHIP & AWARDS

- Dean's List, Naperville Community College, 2025
- Outstanding Student Award, Medical Assisting Program, 2026

## EDUCATION

**Associate of Applied Science in Medical Assisting**

Naperville Community College 🎓 GPA: 3.8 📅 2026 📍 Naperville, IL

**Coursework:** Health Records Management, Patient Care, Medical Terminology, Administration

## CERTIFICATIONS

- Certified Medical Assistant (CMA) 📅 2023
- CPR and First Aid Certification 📅 2023

## TECHNICAL SKILLS

- **EHR Software:** Epic, Cerner, Meditech
- **Communication Tools:** Microsoft Teams, Zoom, Slack
- **Project Management:** Asana, Trello, Google Workspace
- **Clinical Instruments:** Blood Pressure Monitor, Glucometer, EKG Machine
- **Lab Testing Techniques:** CBC, Urinalysis, Rapid Tests
- **Insurance Processing:** Medicare, Medicaid, Private Insurances
- **Office Software:** Microsoft Office, Google Suite, Patient Portals
- **Emergency Protocols:** CPR, First Aid, OSHA Standards
- **Record Keeping:** Data Entry, Documentation, Compliance
- **Supplies Management:** Inventory Control, Order Processing, Stock Maintenance

## PROFESSIONAL AFFILIATIONS

- Member, Medical Assistants Club, Naperville Community College
- Volunteer, Community Health Fair, Naperville, IL

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST