

Audrey Dillon

Medical Front Office Assistant

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STRENGTHS

-  **Customer-Centric**
Focused on creating positive experiences for patients by anticipating needs and responding swiftly.
-  **Adaptable**
Demonstrated flexibility in handling various administrative tasks efficiently under pressure.
-  **Team Player**
Consistently nurtured collaboration across departments, enhancing procedural effectiveness.
-  **Restorative Care Advocate**
Worked diligently to build rapport with patients, developing trust and comfort during visits.
-  **Attention to Detail**
Maintained accuracy in billing and patient records, minimizing errors and improving reliability.

SKILLS

- EMR Systems Patient Scheduling
- Billing Verification Microsoft Office
- Communication Skills
- Time Management Collaboration
- Insurance Knowledge
- Confidentiality Practices
- Customer Service Data Entry
- Multitasking Problem Solving
- Office Organization
- Workflow Efficiency

LANGUAGES

- | | |
|---------|--------------|
| English | Native |
| Spanish | Intermediate |

SUMMARY

Detail-oriented Medical Front Office Assistant with over 4 years of experience providing exceptional patient service and administrative support in busy healthcare environments. Proven ability to manage scheduling, billing functions, and patient records while maintaining confidentiality and a positive demeanor. Skilled in using EMR systems, Microsoft Office Suite, and effective communication techniques to foster a welcoming atmosphere for patients and staff alike. Eager to contribute expertise in streamlining office operations and enhancing patient interactions at Professional Therapy Services.

EXPERIENCE

Medical Front Office Assistant

HealthCare Solutions  January 2022 - Present  Champaign, IL

- Managed daily operations as a Medical Front Office Assistant in a fast-paced healthcare environment. Responsible for coordinating patient schedules, overseeing billing practices, and ensuring compliance with protocols. Executed interdepartmental communications and supported financial record management that promoted clinic efficiency.
- Welcomed an average of 50 patients daily, ensuring a friendly environment and adherence to clinic protocols.
 - Executed billing functions by entering charges and auditing for accuracy, significantly reducing discrepancies.
 - Maintained secure patient information through effective use of EMR systems, ensuring seamless clinician communications.
 - Coordinated patient interactions, processing orders, and updating charts promptly for optimal care delivery.
 - Mentored new front office staff on procedures and EMR usage, contributing to team fluidity.
 - Streamlined end-of-month reporting processes, making financial tracking more efficient.

Front Office Coordinator

Wellness Therapy Center  June 2020 - December 2021  Peoria, IL

- Oversaw the front office operations as a Front Office Coordinator. Assisted patients with inquiries, managed appointments, and facilitated efficient communication among clinical staff. Played a pivotal role in ensuring high standards of service delivery in alignment with organizational goals.
- Served as the point of contact for patient inquiries, demonstrating remarkable customer service skills.
 - Instituted a robust schedule management system, improving overall appointment adherence.
 - Verified insurance details meticulously to ensure timely pre-certifications.
 - Promoted an organized and clean environment to enhance patient experiences and organizational standards.
 - Handled copay collections and maintained accurate financial records that supported operational flow.
 - Assisted therapists with administrative duties, ensuring smooth workflow and responsiveness.

Office Assistant

Community Health Services  January 2019 - May 2020  Peoria, IL

- Functioned as an Office Assistant, executing check-in processes and administrative tasks in a healthcare setting. Facilitated patient interactions while safeguarding their privacy and compliance with regulations.
- Supervised patient check-ins, fostering a welcoming atmosphere while maintaining structured data entry.
 - Organized schedules for clinical staff, critically optimizing time for evaluations and treatments.
 - Answered calls and routed inquiries accurately, ensuring prompt assistance.
 - Contributed positively to special projects aimed at improving office workflows and patient service.

MY CAREER



- Medical Front Office Assistant at HealthCare Solutions (4.5 Years)
- Front Office Coordinator at Wellness Therapy Center (1.5 Years)
- Office Assistant at Community Health Services (1.3 Years)

- Supported teamwork by actively participating in morale-building initiatives and department improvements.
- Adhered strictly to HIPAA regulations, consistently protecting patient confidentiality.

LEADERSHIP & AWARDS

- Employee of the Month, HealthCare Solutions, March 2023
- Dean's List, Springfield High School, 2016-2018

EDUCATION

High School Diploma
Springfield High School 🎓 GPA: 3.8 📅 2018 📍 Springfield, IL
Coursework: Business, Healthcare, Communication, Psychology

CERTIFICATIONS

- Certified Medical Administrative Assistant (CMAA) 📅 2025
- CPR and First Aid Certified 📅 2025

TECHNICAL SKILLS

- **Software Applications:** Microsoft Word, Microsoft Excel, EMR Software
- **Scheduling Tools:** Google Calendar, Outlook Calendar, Clinic System Scheduler
- **Communication Platforms:** Email, Phone Systems, Messaging Apps
- **Billing Systems:** Medisoft, QuickBooks, Practice Management Software
- **Insurance Processing:** Claims Submission, Authorizations, Pre-Certifications
- **Administrative Practices:** Records Management, Filing, Report Generation
- **Customer Service Techniques:** Active Listening, Conflict Resolution, Empathy
- **Patient Interaction Strategies:** Greeting Protocols, Engagement Practices, Feedback Collection
- **Quality Assurance Processes:** Audit Procedures, Error Tracking, Compliance Checks
- **Financial Management Tools:** Spreadsheet Software, Calculator Tools, Budgeting Methods

PROFESSIONAL AFFILIATIONS

- Member, National Association of Healthcare Professionals
- Volunteer, Local Community Health Fair

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST