

Aisha Rubio

Patient Service Specialist

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SUMMARY

Dedicated and detail-oriented professional with 2 years in medical office operations and patient services. Proficient in managing patient interactions and administrative tasks in a fast-paced environment. Skilled at scheduling appointments, verifying insurance, and facilitating communication between patients and healthcare providers contributing to enhanced patient experiences. Current role involves greeting and registering patients, communicating effectively with various stakeholders including insurance companies and operational leaders, as well as managing payer approvals. Eager to improve the overall care experience while supporting business objectives.

EXPERIENCE

Patient Service Coordinator

Healthcare Solutions Inc. 📅 March 2025 - Present 📍 Schaumburg, IL

Oversee patient registration and appointment scheduling, ensuring compliance with privacy regulations and enhancing patient flow.

- Manage patient records and appointment schedules for multiple providers, ensuring efficient patient flow.
- Collect co-pays and handle billing queries, clarifying financial responsibilities for patients and enhancing their experience.
- Verify patient insurance coverage, facilitating necessary pre-authorizations by collaborating directly with insurers.
- Implement new onboarding processes for patients that significantly improved feedback scores on satisfaction.
- Communicate effectively across various teams, addressing operational needs while fostering a supportive atmosphere.
- Conduct regular follow-ups and maintain positive relationships with all patients prior to their appointments.

Front Office Assistant

CareWell Health Center 📅 January 2024 - February 2025 📍 Palatine, IL

Supported front desk operations, focusing on creating a welcoming environment for patients and ensuring organizational efficiency.

- Assisted patients during check-in/check-out processes, fostering a friendly environment to enhance their visit.
- Coordinated schedule changes and managed provider calendars for smooth operational flow in the office.
- Handled insurance verifications and explained coverage details to patients, resulting in fewer misunderstandings.
- Organized materials for community health events, promoting awareness of available health services.
- Trained new staff members in front desk protocols and office procedures to ensure consistent service delivery.
- Maintained compliance with HIPAA regulations in managing sensitive patient information throughout interactions.

LEADERSHIP & AWARDS

- Employee of the Month, Healthcare Solutions Inc., June 2025
- Outstanding Customer Service Award, CareWell Health Center, December 2024

EDUCATION

High School Diploma

Schaumburg High School 🎓 GPA: 3.8 📅 2022 📍 Arlington Heights, IL

Coursework: General Education, Healthcare Management, Communication Skills, Business Principles

CERTIFICATIONS

- Certified Medical Administrative Assistant (CMAA) 📅 2025
- Basic Life Support (BLS) Certification 📅 2024

TECHNICAL SKILLS

- **Medical Software:** Epic, Meditech, Cerner
- **Scheduling Tools:** Google Calendar, Microsoft Outlook, Zocdoc
- **Billing Systems:** QuickBooks, AdvancedMD, CareCloud
- **Office Suite Applications:** Microsoft Office, G Suite
- **Insurance Platforms:** ClaimRemedi, Availity, Zirmed
- **Communication Tools:** Slack, Zoom, Microsoft Teams
- **Patient Management Systems:** Sala, NexHealth, HealthFusion
- **Record Keeping Systems:** CentralReach, Therabill, eClinicalWorks
- **Healthcare Regulations:** HIPAA, HITECH Act, Stark Law

- **Customer Relationship Management:** Salesforce, HubSpot, ActiveCampaign

SKILLS

- Patient Scheduling
- Insurance Verification
- HIPAA Compliance
- Front Office Operations
- Customer Service
- Medical Billing
- Appointment Management
- Conflict Resolution
- Multi-tasking
- Document Management
- Communication Skills
- Problem Solving
- Data Entry
- Teamwork
- Software Proficiency
- Professionalism

PROFESSIONAL AFFILIATIONS

- Member of American Medical Association (AMA)
- Volunteer at local health fairs providing health screenings and education

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST