

Mei Harrington

Virtual Medical Assistant

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STRENGTHS

-  **Empathy**
Building relationships through attentive listening ensured patient comfort during virtual visits.
-  **Problem-Solving**
Actively resolving scheduling conflicts led to greater patient satisfaction and smoother operations.
-  **Communication**
Utilizing clear and compassionate communication strengthened connections with diverse patients.
-  **Team Collaboration**
Stages leading training initiatives resulted in enhanced consistency within the front desk team.
-  **Adaptability**
Quickly adapting to telehealth needs demonstrated resilience in changing healthcare landscapes.

SKILLS

- | | |
|-------------------------------|---------------------------|
| Patient Management | EMR Systems |
| <u>Appointment Scheduling</u> | |
| <u>Communication Skills</u> | |
| <u>Team Collaboration</u> | |
| <u>Healthcare Compliance</u> | |
| <u>Insurance Verification</u> | |
| <u>Front Desk Operations</u> | |
| <u>Customer Service</u> | |
| <u>Technical Support</u> | |
| <u>Conflict Resolution</u> | |
| <u>Remote Communication</u> | |
| <u>Multitasking</u> | <u>Data Management</u> |
| <u>Cost Control</u> | <u>Record Maintenance</u> |

SUMMARY

Dedicated Virtual Medical Assistant with over two years' experience supporting healthcare practices through front desk operations, including patient interaction and administrative management. Skilled in using EMR systems to maintain medical records while ensuring compliance with regulations. Strong team player focused on improving the patient experience by streamlining appointment scheduling and enhancing communication. Eager to contribute positively to a practice dedicated to home care nursing, applying skills in patient eligibility verification and handling inquiries with empathy and efficiency.

EXPERIENCE

Virtual Medical Assistant

Healthcare Solutions Inc.  April 2025 - Present  Remote

- Currently providing essential front desk support for a virtual medical practice specializing in home care nursing. This role requires adept handling of patient interactions and operational tasks that directly impact service quality and patient trust.
- Manage patient check-in/check-out, ensuring accurate collection of co-pays and updates in EMR.
 - Answer incoming patient calls, focusing on resolving inquiries rapidly and confirming appointments.
 - Verify eligibilities and benefits, effectively communicating critical information regarding patient coverage.
 - Streamline communication flows via Ring Central, fostering better interactions between patients and healthcare providers.
 - Collaborate closely with clinical staff to expedite patient flow and enhance overall operational efficacy.
 - Maintain organized scheduling records and ensure prompt modifications as needed to support team demands.

Front Desk Coordinator

Wellness Medical Group  January 2024 - March 2025  Remote

- Supported a fast-paced telehealth practice's front desk operations, emphasizing communication and patient satisfaction in all endeavors.
- Coordinated schedules for multiple doctors while managing digital medical records accurately per HIPAA standards.
 - Enhanced patient experiences by quickly addressing queries and facilitating smooth appointment adjustments.
 - Led efforts to train new coordinators on EMR and effective front desk protocols, improving onboarding time.
 - Verified and communicated insurance coverage details clearly, helping patients navigate their options confidently.
 - Built strong rapport with patients, contributing to higher retention rates through quality support during appointments.
 - Collaborated with the management team to enhance operational processes for improved service delivery.

LEADERSHIP & AWARDS

- Dean's List, City College of Chicago, 2023

EDUCATION

Associate of Applied Science in Medical Assisting

City College of Chicago  GPA: 3.5  2024  Chicago, IL

Coursework: Patient Care Practices, Medical Law, Office Management, Basic Human Anatomy

LANGUAGES

English Native

MY CAREER



- Virtual Medical Assistant at Healthcare Solutions Inc. (1.2 Years)
- Front Desk Coordinator at Wellness Medical Group (1.2 Years)

CERTIFICATIONS

- Certified Medical Administrative Assistant (CMAA) 📅 2025

TECHNICAL SKILLS

- **Electronic Medical Records:** Epic, Cerner, Allscripts
- **Appointment Scheduling Tools:** Ring Central, Zocdoc, Practice Fusion
- **Communication Platforms:** Slack, Zoom, Microsoft Teams
- **Insurance Verification Systems:** Availity, Navinet, Eligibly
- **Microsoft Office Suite:** Word, Excel, PowerPoint
- **Virtual Healthcare Tools:** DocuSign, Doxy.me, Acuity Scheduling
- **Compliance Training Programs:** HIPAA Training, OSHA, Bloodborne Pathogens
- **Customer Relationship Management:** Salesforce, HubSpot, Zoho
- **Task Management Tools:** Trello, Asana, Monday.com
- **Telehealth Services:** Teladoc, MD Live, Amwell

PROFESSIONAL AFFILIATIONS

- Member, American Association of Medical Assistants
- Volunteer, Local Community Health Fairs

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST