

Elizabeth Baldwin

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Professional Summary:

- A reliable and adaptable individual with a diverse background of qualifications, with stellar customer service ethics. Adept multitasker with abilities to handle a number of workplace responsibilities with accuracy and efficiency.

Core Qualifications:

- Attention to detail, aptitude for problem solving, teamwork.
- Strong verbal and written communication skills, professionalism.
- Microsoft word, Excel, PowerPoint, Outlook, Epic, and internet research.

Work Experience:

Employer: Community Memorial Clinic and Hospital

Dates: February 6 2023 - Current

Title: Medical Support Assistant

Duties/Description: Medical support assistants verify insurance eligibility benefits for services rendered with the payers and documents appropriately. Calculates and collects patient liability according to verification of insurance benefits. They demonstrate proactive interpersonal communications skills while dealing with patient concerns through telephone calls, emails, and in-person conversations. Medical support assistants answer phone calls and book appointments for consultations, surgeries, and follow-up visits. Greet patients who walk into the clinic and assist them with booking future appointments. Change appointments for patients and communicate with other health care professionals about changes.

Employer: Winner Dental

Dates: August 13 2020 - January 16 2023

Title: Dental Assistant/Reception/Scheduling

Duties/Description: Dental assistant job duties are preparing patients for dental work. Helping with infection control by sterilizing and disinfecting instruments, setting up instrument trays, preparing materials, and assisting with dental procedures. Assisting dentists in managing dental emergencies. Reception and scheduling duties are to greet patients as they arrive and answer the phones. Scheduling and cancelling patient appointments. Dental Charting and Treatment Planning. Completing and filing insurance forms and dental billing records. As well as collection for services rendered from both the dentist and hygienists or reviewing payment options with them if unable to collect at time of service.

Education: Gregory High School- High school Diploma