

Nicole Avery

Patient Clerical Support /Switchboard Operator - Roxborough Memorial Hospital

Philadelphia, PA 19128

nicoleavery722@gmail.com

(267) 475-4645

Work Experience

Patient Clerical Support/Switchboard Operator

Roxborough Memorial Hospital - Philadelphia, PA

March 2016 to Present

- * Management of high volume of incoming and walk in traffic.
- * Ensure expeditious patient/consumer service by the appropriate dispatch of calls and walk in traffic based on their individual needs including emergent circumstances.
- * Working knowledge of hospital policy and governmental guidelines (such as HIPPA) to ensure quality service to patients/guests and adherence to internal and external regulations
- * Function as first line of service for all patients and guests soliciting general hospital information

Secretary

KS Landscaping - Philadelphia, PA

March 2008 to October 2012

- * Management of all correspondence including: incoming and outgoing telephone calls, facsimiles, emails and postal
- * Scheduled appointments/Calendar tracking and maintenance
- * Processed and logged customer account payable/receivable transactions
- * Developed and maintained document filing system and overall front desk management Acted as a liaison between the owner and customers.

PMHCC - Philadelphia, PA

August 2006 to November 2007

- * Daily management of client charts based on Case Manager's updates
- * Maintained accurate and itemized record of Case Managers' payroll hours each pay-period
- * Assisted in the assurance of precise record keeping and general adherence to both internal policy and external regulations by the preparation of monthly audit reports for s senior management
- * Trained new case managers on internal electronic systems (COMET)

Administrative Assistant/Receptionist

Roxborough Memorial Hospital - Philadelphia, PA

September 2001 to March 2003

- * Provided quality assurance of customer service by way of screening all incoming calls
- * Maintained the monthly calendar for the Director of Quality Management.
- * Provided overall administrative support to the Quality Management Office including but not limited to: Scheduled meetings, maintained various logs, file organization for case managers, provided quarterly reports demonstrating departmental activity and overall performance.

Education

Communications

Temple University - Philadelphia, PA

January 1995 to May 1998

Diploma

Lankenau Motivation High School - Philadelphia, PA

September 1988 to June 1992

Skills

My experience has allowed me to communicate with all levels of internal and external staff in a professional and pleasant manner in most any situation with ease. Proficient in MS Office. (10+ years)

Certifications/Licenses

Mental Health First Aid