

Donna Martinez

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Professional Summary

An innovative Administrative/Customer Service with 13yrs experience combining planning, expertise to ensure organizational efficiency for business and healthcare organization. A solid highly skilled in process improvement and motivating staff to exceed expectations. Solid experience in Microsoft word,

PowerPoint, and Outlook.

Authorized to work in the US for any employer

Work Experience

Patient Scheduler

TruOrtho-San Antonio, TX

March 2025 to Present

I'm responsible for scheduling patient appointments in an efficient and timely manner. Other duties include: answering all incoming calls and directs calls to appropriate personnel, serves as a liaison between patients and medical staff for a busy Orthopedic practice. Schedules new patients and return appointments in EMR (eCW) in accordance with physician and/or office guidelines. Obtains demographic information and insurance payor information.

Reviews and evaluates scheduled appointments for completeness and type of appointment.

Cancels/reschedules appointments according to physician schedule changes and notifies appropriate clinic personnel.

Obtains and enters all authorization and correspondence relating to referrals in patients' charts.

Handles new patient referrals, gathers necessary information and schedules appointment.

Handles incoming phone calls from patients needing to schedule or reschedule appointments.

Provides patients with new patient paperwork via email or usps mail.

Process requests for external medical records.

Orders, receives, and maintains office supplies.

Assists in the resolution of complaints, requests and inquiries from all patients and directs to appropriate staff or supervisor.

Routes incoming, outgoing mail and correspondence, including e-mail and faxes.

Performs other clerical duties as needed, such as filing, faxing, and photocopying, checking the mail.

Protects patient confidentiality and follows HIPAA guidelines.

Front Office Coordinator

AlamoMaxilloFacial Surgical Associates P.A.-San Antonio, TX

August 2020 to Present

>Opening and closing office each day.

>Maintaining a clean and organized area for all of front office, waiting room, and break room.

>Answer multiple telephone lines, field calls, make appointments.

>Greets and directs patients, vendors, and visitors.

>Filing (medical records and miscellaneous filing)

- >Schedule miscellaneous meetings for doctors and managers.
- >Serve as lead correspondence between locations and managers.
- >Compiles and records medical charts, reports and correspondence including preparation of charts for the current day and next -day appointments for add-ons and assist patient care coordinators.
- >Schedule in office appointments and confirm such appointments at two days prior to appointment with notification of collection of past due balances.
- >Monitoring and adjusting appointment schedule for one or more doctors to ensure smooth daily operations.
- >Maintain close focus on referral portals with prompt same-day communication with patients to schedule.
- >Instructs new patients in completion of medical history and information forms via online portal or email link prior to appointment or in office upon early arrival.
- >Enters all pertinent patient demographic and insurance information with attention to detail into practice management software and confirms all accuracy with patient upon check-in.
- >Confirms patients insurance eligibility with insurance companies communicate in and out of network participation and expectations of out of pocket costs.
- >Assists to confirm next day schedule patients.
- >Communication and collection of patient responsibility upon surgery check-in.
- >Cross trains in other areas of front office.

Customer Service Representative

HomeTeam Pest Defense-San Antonio, TX
May 2018 to May 2021

- Providing exceptional customer service consistent with standards and metrics
- Providing information to prospective customers, initiating new service and properly setting up customer accounts
- Maintaining good customer relationships
- Escalating appropriate inquiries or problems to managers
- Talk to, calm down, and diffuse customers

Receptionist/Customer Service

Breakaway Practice-San Antonio, TX
October 2015 to February 2018

Manage patients schedules on Dentrix and Open Dental software, Working cooperatively with front and back office staff to ensure workable schedule. Handling multi-line phone operation, collect insurance and documenting patients information. Answer all incoming calls, receive all incoming mail, courier and distribute as appropriate.

Receptionist

Treusdell Salon/Spa-San Antonio, TX
September 2013 to October 2015

Responsibilities

Schedule appointments, answer incoming calls, order supplies, filing, distributing mail and greet clients.

Administrative Assistant

UT Health Science Center at San Antonio-San Antonio, TX
January 2002 to December 2012

Responsibilities

Schedule patients appointments, knowledge of HIPPA rules, answered incoming calls on a 8 line phone system, verify all practitioner credentials. Including education, training licenses, and malpractice insurance.

Education

High school diploma

Skills

- Word Excel
- Care plans
- Dentrix
- Outlook (10+ years)
- Computer literacy
- Word processing
- Insurance verification
- EMR systems
- Time management
- Medical Scheduling
- Appointment scheduling
- Phone etiquette
- Dental Assisting
- Medical receptionist
- Clinic
- PowerPoint
- Windows