# JULIAN MERCER

**MEDICAL RECEPTIONIST**

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## PROFESSIONAL SUMMARY

Medical Receptionist with 4+ years at multi-provider clinics. Checks patients in, verifies insurance, schedules visits, and keeps the front desk calm and accurate during heavy call and walk-in volume.

## PROFESSIONAL EXPERIENCE

**Medical Receptionist** Feb 2023 - Present
**Kaiser Permanente, Oakland, CA**

- Check in about 70 patients a day for a primary care team, verifying demographics and insurance before each visit.
- Reduced same-day cancellations by about 15% by calling patients with waitlist openings to refill released slots.
- Collect copays at check-in and reconcile the drawer daily with no unexplained variances.
- Answer patient portal messages about appointments and refills, routing clinical questions to nurses within the hour.
- Trained two new front desk hires on scripts, insurance cards, and the check-in workflow.

**Front Desk Coordinator** Sep 2021 - Jan 2023
**One Medical, San Francisco, CA**

- Answered a multi-line phone queue and resolved most scheduling requests on the first call.
- Scanned referrals and records into the EHR within one business day, which cut referral follow-up calls.
- Introduced a morning huddle checklist for next-day insurance verification, lowering front-desk claim rejections.
- Handled urgent calls by following triage scripts and transferring red-flag symptoms to a nurse immediately.
- Managed interpreter requests for patients with limited English, scheduling extra time and documenting language needs.

**Medical Office Assistant** Jun 2020 - Aug 2021
**Sutter Health, Berkeley, CA**

- Scheduled specialty appointments and prior authorization requests for a busy orthopedic practice.
- Handled patient privacy requests and records releases according to HIPAA.
- Reconciled daily appointment reports with the billing office, resolving missing charges before month end.
- Compiled referral status lists for each provider every Friday and called patients whose specialist appointments were still unscheduled.
- Updated the clinic's printed and online directions and visitor information, which led to fewer lost-patient calls at the front desk.
- Maintained the supply of intake forms and brochures in the waiting room.
- Verified demographic and insurance changes at every visit, which cut claim denials tied to outdated coverage during the period.

## CORE SKILLS

Patient scheduling | Insurance verification | Check-in and check-out | Copay collection | Epic and eClinicalWorks | HIPAA privacy | Multi-line phones | Referral and prior authorization | Medical terminology | Records management | Waitlist management | Patient communication

## EDUCATION

**Certificate in Medical Office Administration**, Laney College, Oakland, CA

## CERTIFICATIONS

Certified Medical Administrative Assistant (CMAA), NHA | HIPAA Compliance Training | CPR/BLS for Healthcare Providers