

Lauren Brennan

Admissions Assistant

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SUMMARY

Admissions assistant at a 120-bed skilled nursing center with a medical front desk background. Prepares admission packets for 25-30 new residents a month, checks Medicare and Medicaid coverage and keeps admission records accurate. Gives residents and families patient, friendly customer service from the first referral call to move-in day.

EXPERIENCE

Admissions Assistant

09/2025 - Present

Bayshore Gardens Nursing & Rehabilitation

Tampa, FL

120-bed skilled nursing care and short-term rehab center.

- Assemble admission packets and consent forms for **25-30** new residents a month, checking every signature before move-in.
- Verify Medicare Part A days and Medicaid pending status for each referral, flagging coverage gaps to the admissions director.
- Maintain admission records and the daily census in Excel and the EHR, reconciling errors with nursing and billing by 10 a.m.
- Conduct facility tours for 15 families a month, answering questions on skilled nursing care and therapy schedules.

Front Desk Receptionist

06/2024 - 08/2025

Palmetto Family Dental

Tampa, FL

Four-dentist family practice.

- Answered a 5-line phone system with 120+ calls a day while checking in patients at front desk reception.
- Scheduled appointments and insurance pre-checks using Word templates and practice software, with 97% accurate patient records.
- Collected copays and posted payments, balancing the cash drawer to the cent each night.
- Confirmed 60 next-day appointments by phone and text each afternoon, cutting no-shows to under 5%.

SKILLS

- Customer Service
- Skilled Nursing Care
- Medicare
- Medicaid
- Front Desk Reception
- Admission Records
- Excel
- Word
- Compassion

EDUCATION

Associate of Science

Hillsborough Community College

Health Information Technology

Tampa, FL

05/2024

CERTIFICATES

Basic Life Support (BLS) Provider

American Heart Association

10/2025