# Jordan Whitaker

Admissions Coordinator

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## SUMMARY

Admissions coordinator with 2 years of hospital registration and skilled nursing intake in Columbus. Handles referrals, insurance checks and admission paperwork with careful data entry and attention to detail, and treats residents and families with empathy from the first call to move-in day.

## SKILLS

Data Entry • Microsoft Office • Excel • Customer Service • Confidentiality • Insurance Verification
Medicare • Computer Skills • Attention to Detail • Empathy

## EXPERIENCE

**Admissions Coordinator** 04/2025 - Present

Maple Grove Health & Rehabilitation Columbus, OH

*110-bed skilled nursing and short-term rehab center.*

- Coordinate **35-40** admissions a month from hospital referrals, confirming beds, orders and insurance before arrival.
- Verify Medicare and commercial benefits for every referral, cutting denied admission days from 9 to 2 per quarter.
- Complete admission packets and data entry in PointClickCare within 24 hours, keeping chart audits 98% complete.
- Lead tours for 20 families a month, explaining care plans, costs and visiting rules with patience and empathy.

**Patient Access Representative** 06/2024 - 03/2025

Scioto Valley Medical Center Columbus, OH

*Emergency and outpatient registration at a 300-bed hospital.*

- Registered 60+ emergency and outpatient patients per shift, entering demographics and insurance in Microsoft Office forms and Epic.
- Scanned IDs, consents and referrals into the record, protecting patient confidentiality under HIPAA.
- Resolved billing and wait-time questions with steady customer service, earning a 94% patient satisfaction score.

## EDUCATION

**Bachelor of Science** 05/2024

Ohio University Athens, OH

Health Services Administration