PRIYA RAMAN

CLINIC MANAGER

CONTACT

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Sacramento, CA

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SUMMARY

Clinic manager with 8 years in outpatient operations, running a 2-site urgent care clinic with 32 staff and 48,000 visits a year. Owns clinic operations, budget management, staff scheduling, patient experience and HIPAA compliance, reporting to the regional director. Cut door-to-provider time from 34 to 19 minutes.

SKILLS

- Clinic Operations
- Budget Management
- Staff Scheduling
- Patient Experience
- HIPAA
- Excel
- Microsoft Office
- Outlook
- Customer Service
- Leadership

EXPERIENCE

Clinic Manager 02/2022 - Present

Delta Valley Urgent Care Sacramento, CA

Two-site urgent care clinic with 32 staff and about 48,000 visits a year.

- Manage clinic operations and a $4.1M budget, finishing under budget in 3 of 4 fiscal years.
- Cut door-to-provider time from 34 to **19** minutes by redesigning triage and room turnover.
- Build staff scheduling for 32 medical assistants, front desk staff and providers across 12-hour, 7-day coverage.
- Raised patient experience ratings from 3.9 to 4.6 stars by coaching staff on customer service and follow-up calls.

Assistant Clinic Manager 05/2018 - 01/2022

Capitol Family Health Center Sacramento, CA

Community health center with 3 primary care clinics.

- Supervised 14 front desk and referral staff serving about 180 patients a day.
- Tracked visits, no-shows and collections in Excel dashboards for monthly leadership meetings.
- Standardized provider templates in the scheduling system, cutting double-booking errors by 40%.
- Prepared the clinic for its 2020 HRSA site visit, which closed with zero conditions.
- Wrote Microsoft Office procedure guides and Outlook shared calendars used by all 3 sites.

EDUCATION

Bachelor of Science

12/2017

California State University, Sacramento

Sacramento, CA

Health Science

CERTIFICATES

Certified Six Sigma Green Belt (CSSGB)

04/2023

ASQ