Laura Feldman

Medical Secretary

Medical secretary with 5 years in physician offices, now supporting 6 neurologists and 2 nurse practitioners at a Cleveland specialty practice. Handles referral letters, dictation, prior authorization requests and appointment scheduling, with fast word processing in Microsoft Word and the practice EMR. Knows medical terminology well and keeps patient files private under HIPAA.

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EXPERIENCE

Medical Secretary

03/2023 - Present

Cuyahoga Neurology Group — Cleveland, OH

Outpatient neurology practice seeing about 600 patients a week.

- Draft and send **150** consult letters and visit notes a week to referring doctors, most within 24 hours.
- Complete medical transcription of 40 dictated reports a week and route each one for physician signature.
- Secure prior authorization for 50 MRIs, EEGs and infusions a month, with 94% approved on the first request.
- Manage appointment scheduling for 8 providers and the EEG lab, cutting no-shows from 12% to 7% with reminder calls.

Medical Receptionist

01/2021 - 02/2023

Shaker Heights Internal Medicine — Shaker Heights, OH

Internal medicine practice with 4 physicians.

- Checked in **70** patients a day and verified insurance before each visit.
- Handled 100 calls a day, sending refill requests to the nurses with clear notes in correct medical terminology.
- Indexed about 200 outside records a week into patient charts in the EMR.
- Collected copays and balances with polite customer service, closing each day with a balanced batch and deposit slip.

Office Clerk (Part-Time)

08/2019 - 12/2020

Great Lakes Title Agency — Cleveland, OH

Real estate title office; part-time job during college.

- Typed and proofread **40** closing documents a week in Microsoft Word.
- Organized 3,000 paper files into a new digital filing system.
- Tracked closing dates for 25 agents in Microsoft Excel and sent weekly reminders.

SKILLS

Medical Terminology
Medical Transcription
Word Processing
Prior Authorization
Appointment Scheduling
HIPAA
Microsoft Word
Microsoft Excel
Customer Service
Organizational Skills

EDUCATION

Associate of Applied Business

12/2020

Cuyahoga Community College

Cleveland, OH

Medical Office Administration

CERTIFICATES

Certified Medical Administrative Assistant (CMAA)

06/2022

National Healthcareer Association