Megan O'Brien

PATIENT SERVICE REPRESENTATIVE

Boston, MA (617) 555-0116 megan.obrien@email.com linkedin.com/in/meganobrien

SUMMARY

Patient service representative with nearly 2 years at the call center and front desk of a Boston community health center, after 2 years of part-time clinic work. Handles appointment scheduling, insurance verification and sliding-fee paperwork in NextGen EHR. Brings attention to detail, clear communication skills and a steady manner to a busy phone queue.

SKILLS

Appointment Scheduling • Insurance Verification • NextGen EHR • Medical Terminology • HIPAA • Microsoft Excel

Microsoft Word • Customer Service • Attention to Detail • Communication Skills

EXPERIENCE

Patient Service Representative 01/2025 - Present

Harborside Community Health Center Boston, MA

Community health center offering primary care, dental and behavioral health.

- Handle **90+** patient calls a day with warm customer service, keeping average hold time under 2 minutes.
- Manage appointment scheduling for 14 primary care and dental providers in NextGen EHR, filling 85% of same-day openings.
- Verify insurance and MassHealth eligibility before visits and complete about 30 sliding-fee applications a week.
- Update patient demographics and HIPAA consent forms at check-in, cutting registration errors 30% on quarterly audits.

Front Desk Associate (Part-Time) 09/2022 - 12/2024

Fenway Physical Therapy Boston, MA

Outpatient physical therapy clinic; part-time job during college.

- Checked in **45** patients a shift and collected copays with a balanced drawer at every close.
- Arranged recurring visit plans for 15 new patients a week across 6 therapists' calendars, reading medical terminology on referral orders.
- Tracked authorized visit counts in Microsoft Excel and alerted therapists before patients reached their insurance limit.
- Drafted intake packets and home exercise handouts in Microsoft Word for the clinic's 6 therapists.

EDUCATION

Associate in Science 12/2024

Bunker Hill Community College Boston, MA

Health Sciences

CERTIFICATES

Certified Medical Administrative Assistant (CMAA) 03/2025

National Healthcareer Association