Lauren Whitaker

RISK MANAGEMENT COORDINATOR

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SUMMARY

Risk management coordinator with 2 years in a hospital risk department, supporting incident reporting, claims files and certificates of insurance for a 450-bed health system. Processes 300 incident reports a month, tracks 85 open liability claims, and brings attention to detail and organizational skills to every deadline and committee packet.

SKILLS

Other Skills: Incident Reporting, Claims Management, Certificates of Insurance, Risk Management, Microsoft Excel, HIPAA, Insurance Verification, Records Management, Attention to Detail, Organizational Skills

EXPERIENCE

Risk Management Coordinator 08/2024 - Present

Scioto Valley Health System Columbus, OH

Three-hospital health system with 450 beds and 30 outpatient clinics.

- Process **300** incident reports a month in the event reporting system, sending serious events to risk managers within 24 hours.
- Maintain claims management files for 85 open professional and general liability claims, tracking deadlines and counsel updates.
- Track certificates of insurance for 1,200 vendors and contractors, raising compliant certificates from 71% to 96%.
- Compile monthly incident trend reports in Microsoft Excel for the Patient Safety Committee on falls and medication events.

Patient Access Representative 06/2022 - 07/2024

Olentangy Medical Group Columbus, OH

Multi-specialty physician group with 14 clinics in central Ohio.

- Registered 70 patients a day, verifying insurance eligibility and consent forms with a 99% accuracy rate.
- Resolved 25 billing and records questions a week, escalating HIPAA privacy complaints to compliance the same day.
- Trained 4 new front-desk staff on registration steps, HIPAA privacy rules and the clinic downtime procedure.
- Organized 3,000 scanned consent and intake forms into the new electronic record during a 2023 system change.

EDUCATION

Bachelor of Science 05/2022

The Ohio State University Columbus, OH

Health Sciences