Tanya Robinson

SCHEDULING COORDINATOR

@ tanya.robinson@email.com | (216) 555-0133 | Cleveland, OH
linkedin.com/in/tanyarobinson

SUMMARY

Scheduling coordinator with 4 years in medical offices, booking appointments for 11 orthopedic surgeons and an imaging center in Cleveland. Handles patient scheduling in Epic Cadence, insurance verification and multi-line phones while keeping provider calendars full. Calm, accurate customer service on high-volume days.

EXPERIENCE

Scheduling Coordinator
03/2024 - Present

Lakeview Orthopedic & Imaging
Cleveland, OH

Orthopedic practice with 11 surgeons, 3 clinics and an MRI and CT center.

- Coordinate **110** appointments a day for 11 surgeons in Epic Cadence, holding the no-show rate at 6%.
- Handle 80+ calls a shift on multi-line phones and reschedule patients within 24 hours when clinics change.
- Complete insurance verification and prior-authorization checks for MRI and CT orders, preventing 30+ denials a month.
- Manage the Outlook calendar for surgery block time and send weekly fill reports built in Microsoft Excel.

Patient Service Representative
07/2022 - 02/2024

Cuyahoga Family Medicine
Parma, OH

Primary care office with 5 providers.

- Checked in 60 patients a day and confirmed demographics with careful data entry.
- Booked follow-up visits for 5 providers, filling 95% of open slots each week.
- Routed clinical calls to 3 nurses with clear messages that used correct medical terminology.
- Collected copays and posted 60 payments a day, balancing the cash drawer at every close.

Patient Registration Extern
01/2022 - 05/2022

Westlake Community Health Center
Westlake, OH

Unpaid externship completed for the medical office administration degree.

- Registered 35 walk-in patients a day, scanning insurance cards and photo IDs into the practice system.
- Confirmed coverage for 20 next-day appointments a shift through payer portals before patients arrived.
- Indexed 500 paper referrals into patient charts during a front office records cleanup.

SKILLS

Patient Scheduling | Epic Cadence | Insurance Verification | Multi-Line Phones | Microsoft Excel | Outlook | Data Entry | Medical Terminology | Customer Service | Communication Skills

EDUCATION

Associate of Applied Business
05/2022

Cuyahoga Community College
Cleveland, OH

Medical Office Administration

CERTIFICATES

Certified Medical Administrative Assistant (CMAA)
06/2022

National Healthcareer Association