Nicole Pham

Surgery Scheduler

Surgery scheduler with 6 years in medical front office and customer service work, now booking spine and joint surgeries for 5 surgeons at a Portland orthopedic practice. Handles surgery scheduling, prior authorization and pre-op instructions in Epic, matching CPT and ICD-10 codes to each case. Patient on the phone, with close attention to detail on every date.

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Portland, OR

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Experience

Surgery Scheduler

06/2023 - Present

Rose City Orthopedic & Spine

Portland, OR

Orthopedic and spine practice operating at 2 hospitals and an outpatient surgery center.

- Coordinate surgery scheduling for **5** surgeons, booking about 70 cases a month at 2 hospitals and a surgery center.
- Secure prior authorization for each case after checking CPT and ICD-10 codes, with 97% approved before surgery.
- Guide patients through pre-op labs, clearance visits and arrival times, holding same-week cancellations under 3%.
- Track case packets, consents and implant requests in Epic, with zero cases delayed for missing paperwork in 2025.

Medical Receptionist

04/2021 - 05/2023

Pearl District Family Clinic

Portland, OR

Family medicine clinic with 6 providers.

- Checked in **75** patients a day and updated demographics and insurance in the EMR.
- Verified insurance eligibility for 40 next-day visits and flagged referrals that still needed approval.
- Handled 90 calls a day, booking visits and passing urgent symptom calls to the nurses using correct medical terminology.
- Maintained HIPAA rules at the front desk and finished yearly privacy training with a perfect score.

Customer Service Representative

06/2020 - 03/2021

Columbia River Insurance Group

Portland, OR

Auto and home insurance agency.

- Resolved **50** billing and policy calls a day with a 92% customer satisfaction score.
- Processed policy changes and payments in Microsoft Office tools with 99% accuracy on quality reviews.
- Completed insurance verification for new auto policies, catching about 10 missing driver records a month.

Skills

- Surgery Scheduling
- Prior Authorization
- Insurance Verification
- Medical Terminology
- CPT and ICD-10 Codes
- Epic
- HIPAA
- Microsoft Office
- Customer Service
- Attention to Detail

Education

Associate of General Studies

06/2020

Portland Community College

Portland, OR

General Studies

Certificates

Certified Medical Administrative Assistant (CMAA)

09/2022

National Healthcareer Association