

SARAH MURPHY

CONTACT

-  0402 511 768
-  sarahmurphy4@hotmail.com
-  Warnbro

EDUCATION

UNIVERSITY OF WOLLONGONG

1st year completed Bachelor of
Social Science (criminology)

NOWRA CHRISTIAN SCHOOL

year 12 certificate with first place in
Legal Studies **2015**

2016

CERTIFICATIONS

Cert III Medical Reception

SKILLS

- Administrative Support **2017**
- Customer and client relations
- Email Management
- Telephone Etiquette
- Medical Terminology
- Insurance Verification
- Medical Records Management
- Decision-Making
- Attention to Detail
- Self Motivation
- Excellent Communication
- Professionalism
- Multitasking

SUMMARY

Knowledgeable and friendly Administrative Assistant with several years experience in hospital administration and healthcare environments. Offering excellent skills in patient relations and strong decision-making skills to manage multiple, concurrent tasks. Self-motivated work ethic to perform effectively in independent or team environments.

EXPERIENCE

SJOG MURDOCH HOSPITAL

Patient Administration Assistant
Aug 2020 - current

- Checked patient insurance, demographic, and health history to keep information current.
- Managed multi-line phone system and pleasantly greeted patients.
- Completing self-insured patient quotes.
- Liaising with case workers regarding approval for worker compensation hospital admissions.
- Established and maintained effective communication with staff and patients to promote high quality patient care.
- Helped patients complete necessary medical forms and documentation.
- Adhered to strict HIPAA guidelines to protect patient privacy.

SHELLHARBOUR PRIVATE HOSPITAL

Administration Assistant
Jul 2018 - Aug 2020

- Checked patient insurance, demographic, and health history to keep information current.
- Greeted and interacted with patients to provide information and answer questions.
- Maintained current and accurate medical records for patients.
- Tracked and monitored requests for medical records release.
- Coordinated patient scheduling, check-in, check-out and payments for billing.
- General administrative tasks.
- Adhered to strict HIPAA guidelines to protect patient privacy.
- managed phone systems and transferred calls to the relevant areas.
- Demonstrated excellent communication skills interacting with hospital staff, patients, families and specialists.

SARAH MURPHY

CONTACT



0402 511 768



sarahmurphy4@hotmail.com



Warnbro

WOLLONGONG EYE SPECIALIST

Medical receptionist

Jan 2017 - Jul 2018

- Performed various administrative tasks by filing, copying and faxing documents.
- Transcribed phone messages and relayed to appropriate personnel.
- Managed phone systems and pleasantly greeted patients.
- Kept waiting room neat and organized by stacking magazines, removing trash, and cleaning glass.
- Checked patient insurance, demographic, and health history to keep information current.
- Maintained current and accurate medical records for patients.
- Coordinated patient scheduling, check-in, check-out and payments for billing.
- Received, scanned and flagged laboratory results to Ophthalmologist. Completed any follow ups required.
- Managed inventory and restocked clerical spaces.
- Explained and conducted pretest procedures to gather data before exam
- Assisted with dilating patients or using eye medications when directed by ophthalmologist.
- Explained pre and post-operative procedures to patients
- Operated ophthalmic equipment for patient eye examinations and prepared patients for examinations and surgeries.
- Administered anaesthetic drops and assisted in laser treatments and minor procedures.
- Applied eye medications and drops to dilate pupils in preparation for examinations.

WOOLWORTHS

Store team member (Deli)

Jan 2013 - 2017

- serving, cleaning and stocking to high standards and provided excellent customer satisfaction.
- Responded to telephone inquiries
- Monitored inventory levels to order new supplies and maintain consistent stock.

REFERENCES

- Michelle Reuben - Murdoch Private Hospital
- Carolyn Mottley - Shellharbour Private Hospital
- Karine Saliou - Wollongong Eye Specialist

Please get in touch with me if you would like contact details for my references.