Kelli Kline

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HEALTHCARE ADMINISTRATOR

An efficient senior healthcare administrator with in-depth knowledge and varied experience in the Ontario healthcare system

* Well versed in the intricacies of the healthcare system including OHIP and WSIB.
* A strong relationship manager who deals effectively with healthcare professionals, patients and government agencies.
* A clear communicator skilled in teaching and diffusing tension.
* Very capable of multi-tasking and managing diverse priorities under time constraints.

Key Skills and Results

Medical Office Assistance

* Prepared billings to OHIP, WSIB and to patients directly for uninsured services.
* Co-ordinated physicians’ office appointments, hospital admissions, operating room time and surgical assistance.
* Ensured patient results and reports reached hospital physicians quickly to facilitate treatment.
* Assisted in the examining room with minor procedures.
* Dealt with patient problems and needy patients, relieving the physician of time-consuming discussion and allowing for a smoothly run office.
* Prepared consultation, medical-legal and follow-up reports and distributed in a timely manner.
* Paid all office bills, payroll with EI, CPP and income tax deductions, as well as ordering all medical and general office supplies.
* Effectively managed the office including bank deposits and accounting records.

Teaching

* Taught part time and delivered lectures in medical terminology, OHIP billing, and medical office practice and procedures, use of dictaphone in transcribing medical reports, consultation letters and operative notes, etc.
* Conducted Medical Secretarial training course content including confidentiality, time management for the medical office, i.e. scheduling operating times and appointments; how to project a friendly, business-like telephone manner; dealing with difficult patients, both over the telephone and in the office; billing, to Ministry of Health, Workers Compensation, and directly to patients.

Administration

* Managed highly complex and confidential programs including Employee Stock Loan Purchase Plan.
* Typed audit and financial reports and statements, acquisition agreements, minutes/agendas for the Board of Directors, Benefits and Executive Committee meetings.
* Maintained upkeep of minutes for various committees, ensuring that all minutes were signed, and that resignations and waivers were all in order.
* Scheduled meetings and appointments; made travel/hotel arrangements, including overseas. Arranged luncheon and meetings nationally and entered into electronic calendars.
* Prepared and managed survey questionnaires and responses.
* Attended committee meetings, produced minutes and followed-up on outcomes as required. Managed all arrangements for committee and annual meetings, including hotel, travel, speakers, meals and agendas.
* Prepared budgets for projects.
* Controlled and distributed teaching material for universities, physicians, students and libraries.

Professional Experience

Company A, Senior Administrator, Physician Health Program 20XX – 20XX

Company B, Evening Instructor, Medical Secretarial Course 20XX – 20XX

Company C, Instructor, Medical Secretarial Course 20XX – 20XX

Company D, Executive Assistant 20XX – 20XX

Company E, Medical Secretary 20XX – 20XX

Education & Professional Development

* B.A. Business Administration, University Name, Date
* Professional Association Name, CMS (Certified Medical Secretary), Date
* Name of University: Psychology, Sociology, Records Management, Date

Interests

Golf, Running, Cycling