

# Gabriela Perez

## **Patient Access Representative**

Thornton, CO 80241  
[glofan1oxca@aol.com](mailto:glofan1oxca@aol.com)  
3035209441

- Good healthcare background and customer service experience

## Work Experience

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### **Patient Access Representative**

UC Health Emergency Room  
January 2014 to July 2018

#### Front Office

- Greet and Screen incoming patients in a professional manner and promptly.
- Provide patients with the appropriate paperwork, transfer all new patient new demographics and update all data into our EPIC medical Record System
- Enter and verify insurance for all patients.
- Translate for all Spanish Speaking patients.
- Operate all standard office equipment

### **Administrative Assistant/Receptionist**

Adams County Department of Human Services  
June 2012 to April 2014

- Interview Applicants for the Food Assistance / Family Medicaid Program. Process applications verifying through the state Department of Motor Vehicle
- Social Security Department and other various Government programs the information contained in the application is correct.
- Conduct Interviews of Spanish applicants translating both oral and written information.

### **Administrative Assistant/ Receptionist**

Arapahoe House  
September 2009 to March 2012

- Manage front office. Greet & receive visitors, families & clients. Manage sensitive & confidential situation with clients & families; Liaison between families, clients & officer of the law.
- Provide excellent customer service to incoming cliental. Answer multi-line phone system: VOIP (voice over internet).
- Coordinate, arrange & organize a back-up reception schedule utilizing a team of six employees. Sort, distribute & control mail.
- Receive & responsible for incoming checks and cash payments.
- Manage daily logs for mail & incoming monies.
- Translator for Spanish speaking clients.
- Event planner; organize, arrange & schedule company events. Assist Executive Assistant with monthly Board of Director reports. Manage office

### **Front Office Receptionist**

Thorton Medical Center  
November 2007 to September 2009

- Answered 6 line phone systems.
- Admitted and discharged patients.
- Spanish translator for medical staff.

## Education

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**High school or equivalent**