

Lindsay Greenbaum

Executive Administrative Assistant - University of Colorado Anschutz Medical Center

Aurora, CO 80017

lindsaygreenbaum3_zs5@indeedemail.com

720.980.7477

To obtain a dynamic position that utilizes my strengths in communication and collaboration while allowing me to develop my professional goals, with increased responsibility, and the opportunity to demonstrate leadership.

Work Experience

Executive Administrative Assistant

University of Colorado Anschutz Medical Center

February 2018 to Present

- Managing doctor's outlook calendars, including meetings, travel schedules, and on call schedules.
- Credentialing & re credentialing new and existing physicians for UCHHealth, CU Medicine, VA, and Denver Health.
- Planning and managing educational conferences, including contract management, brochure and agenda management, grants and exhibitor sponsorship, registration, and budget reconciliation.
- Booking and managing hospital conference room for GI staff.
- Part of hiring committee for open Administrative Assistant Positions, reviews resumes, conducts interviews, reference checks, submits background checks
- Onboarding of new employees, new employee orientation, processes exit paperwork and interviews

Medical Scheduler and Executive Administrative Support

Urology Associates

March 2017 to February 2018

- Responsible for over 100 patient calls per day. Assess new patients and assign appropriate physicians, depending on areas of specialization. Additionally, schedule ongoing and follow-up patient care utilizing All Scripts scheduling software.
- Tasked with managing three physicians' schedules in a clinic of 8, at 3 Front Range hospital locations.
- Designated assistant responsible for coordinating Visicoil Cancer-Marker appointments, in conjunction with physicians and Anova Cancer Care Center.
- Coordinate care between patients and our partner organizations, Colorado Center for Reproductive Medicine and Conceptions Reproductive Associates of Colorado.
- Assigns all language interpreters for non-native English speaking patient appointments.
- Perform daily requests for physician requested x-rays, lab work, medication refills, etc.
- Communicate with nursing and PA staff regarding patient specific follow-up requests (emails, phone calls, referrals, etc.).

Contract Executive Administrative Assistant

University of Colorado Anschutz Medical Campus

May 2017 to September 2017

- Assisted Emergency Medicine team with administrative tasks, including: copying of large manuals for residents in training, physical & electronic filing, faxing HIPPA related documents, scheduling meetings and corresponding room reservations.
- High-volume phone environment, encompassing: scheduling and transfer of patients, working with doctors & their calendars, and providing informational support to faculty from multiple departments on the Anschutz Medical Campus.
- Was the lead on the Care Innovation Center project; a program designed to partner with new pharmaceutical companies, establish longitudinal relationships, and provide ongoing program support.
- High-volume meeting scheduling (utilizing Outlook) between MD faculty and grant-funded organizations. Responsible for producing project proposals, meeting minutes, and all updates regarding company partnerships in shared database.
- Perform procurement duties, such as purchasing business cards, office supplies, etc. Reconcile all charges monthly.

Call Center Intake Representative

National Jewish Health

June 2015 to October 2016

- Responsible for processing over 100 patient calls per day, including: registering new patients, referrals, and ongoing follow-up appointments.
- Utilize electronic healthcare database to manage all appointments, insurance, and referrals.
- Trained in HIPPA regulations as related to privacy.
- Perform intake assessment for callers to determine appropriate department or physician for appointments.
- Assist patient clients with determination of insurance applicability: Medicaid, Medicare, private insurance, etc.
- Educate patients with regard to hospital policies and follow-up procedures.
- High attention to accuracy with both electronic and hard copy patient files.
- Responsible for follow-up emails & calls to physicians and nurses for booked appointments.

Client Services Coordinator

VCA Firehouse Veterinary Clinic

October 2014 to October 2015

- Responsible for daily operations of clinic: meet with medical team to schedule surgeries, prepare lab results and exam rooms, and work with intake team to establish daily routines.
- Schedule appointments, greet clients, prepare intake paperwork, and finalize billing for 40-60 clients per day.
- Respond to a high volume of walk-in, phone, and email inquiries, with an ability to assess emergencies.
- Utilize internal medical recordkeeping database to create new client files, maintain current files, and schedule all surgeries and other appointments.
- Responsible for all monthly insurance audits for clinic doctors. Communicate with doctors and insurance companies to serve as a liaison for all issues regarding coding, billing, and reimbursement.
- Work with local pharmacies on medication issues, including: refills, insurance, etc.
- Cross-train new hires, open & close of business, supply ordering, software database system, etc.
- Responsible for daily supply ordering and standing purchase orders from a variety of hospital vendors: pharmaceutical, office supplies, medical equipment, etc.
- Worked to adhere to hospital and OSHA safety guidelines within clinical environment.

Education

Bachelor of Science in Environmental Management

Columbia Southern University

2012

Skills

Customer service, Database, Database systems, Hipaa, Electronic health records, Ms office, Excel, Outlook, Powerpoint, Word, Excellent customer service skills, Self-starter, Administrative Experience, Google Suite, Microsoft Office

Additional Information

RELEVANT SKILLS:

Developed communication skills, verbal and written, with sensitivity to diverse populations. Experienced with supervision of staff. Familiar with FERPA, HIPPA and policies regarding confidentiality. Expert use managing database systems, including electronic health records. Skilled with MS Office Suite: Word, Excel, Outlook, PowerPoint, etc. Excellent customer service skills in high volume environments. Quickly able to acquire new systems. Skilled at multi-tasking. Enthusiastic self-starter, with a value for work-life balance.