

CANDICE MILLER-BRATHWAITE

(917) 449-3962 | CandiceTMiller@gmail.com

Douglasville, GA 30135

Summary

- Medical office manager offering more than 17 years of successfully overseeing high-volume surgical practices.
- A dynamic, resourceful, and energetic individual who is comfortable with being the 'go-to' person for anything related to providing an exceptional patient experience
- Drive strong and sustainable financial gains through leveraging corporate potential, enhancing topnotch customer service relations.
- Particularly skilled and passionate about identifying patient needs/pain points, solving problems and satisfying patients.

Skills

- Comprehensive knowledge of Microsoft Word, Outlook, Excel, and PowerPoint.
- Revenue Cycle, Benefits, and Collections
- Surgical Coordination across multiple specialties
- Business Administration
- Fluent in Spanish
- Electronic health records (Epic, ClinCIS)
- Excellent written ability
- Electronic and hard copy filing system
- Risk Management

Experience

Office Manager

Clinical Practice of Dr. Duretti Fufa, Hospital for Special Surgery – New York, NY

March 2014 to Current

- Manage office operations, workflow, and office staff - including recruitment, performance management and training/development.
- Maintain doctor's surgical schedule for efficient and effective patient care.
- Oversaw coordination and scheduling of inpatient and ambulatory surgeries across multiple sites.
- Schedule, review, and revise clinic appointments to ensure that they are scheduled appropriately.
- Coordinate with insurance companies to verify patient benefits and obtain preauthorization for surgery and MRI's.
- Implement and monitor office policies and procedures.
- Keep track of equipment and devices and manage inventory.
- Collaborate with Senior Management in Physician Practice Management Department on regular basis
- Ensure compliance with current healthcare regulations, medical laws and ethics.

Surgical Coordinator

Dr. Robert Marx, Hospital for Special Surgery – New York, NY

December 2003 to September 2013

- Maintained physician's clinic and surgery schedules
- Coordinated instruments and equipment for each procedure, including understanding limitations and requirements.
- Organized patient appointments and documents for medical clearance.
- Handled patient phone calls and requests professionally and courteously.
- Responded promptly to patient inquiries about health care concerns, in person, via email and on the telephone.
- Provided direct assistance to physicians, and managed communication and correspondence directly with staff and patients.
- Maintained and operated the electronic health records and billing system.
- Ensured confidentiality of patients' records.

Education and Training

Iona College – New Rochelle, NY

BBA: Marketing