



HINCKLEY S.

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

Dr.Chrono
eClinicalWorks
Chiro Fusion
Eclipses
Google Workspace

PERSONAL PROFILE

I am professional **Virtual Medical Assistant** and an excellent conversationalist and well-versed in customer service with over **5 years of experience**. I am capable of doing administrative skills and can resiliently power through to every task given.

WORK EXPERIENCE

MEDICAL VIRTUAL ASSISTANT

Vine Medical Center | January 2022 - February 2025

- Facilitates patient onboarding by establishing rapport, gathering medical history, and coordinating initial appointments for seamless care.
- Secures insurance approval for medical refills and procedures, ensuring timely care and compliance with guidelines.
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- Coordinated surgical procedures, including maintaining the surgeon's schedule and obtaining prior authorization from health plans for services and prescriptions.
- Manages patient and provider schedules, coordinating appointments to optimize time and convenience

MEDICAL VIRTUAL ASSISTANT

Elite Sports Medicine | March 2019 – December 2021

- Handle inbound and outbound calls to schedule patient appointments, follow up on treatment plans, and respond to inquiries regarding chiropractic services.
- Conduct insurance verification by contacting insurance providers to confirm patient eligibility, benefits, and coverage for chiropractic treatments.
- Provide comprehensive administrative support, including managing calendars, maintaining patient records, processing intake forms, and assisting with billing coordination.
- Ensure all communications—whether via phone, email, or text—are handled professionally and in compliance with HIPAA standards.

WORK EXPERIENCE

MEDICAL VIRTUAL ASSISTANT

Peak Dental Group | January 2016 - January 2019

- Conduct outbound and receive inbound calls to schedule, confirm, or reschedule dental appointments, and address patient inquiries with professionalism and clarity.
- Perform insurance verification by contacting insurance providers to confirm patient coverage, eligibility, co-pays, and benefits prior to scheduled appointments.
- Document all call interactions, insurance details, and appointment updates accurately in the clinic's dental management software.
- Coordinate with the dental team to ensure timely patient follow-ups, cancellations, or urgent appointment requests.
- Provide courteous and informative support to both new and existing patients, maintaining confidentiality and patient satisfaction at all times.

EDUCATION HISTORY

AMA Computer College | May 2016 - May 2019

- Bachelor of Science of Information and Technology
- Member, Honorable Society
- Member, Student Helpdesk

Xavier University, School of Law | May 2019 - Feb 2022

- Juris Doctor