NELJUN ALLERA

Medical Receptionist | Medical Virtual Assistant

SUMMARY

Dedicated and organized Medical Receptionist with 4 years of remote experience supporting healthcare providers and patients in a fast-paced medical environment. Skilled in appointment scheduling, patient communication, medical records management, and handling administrative tasks with accuracy and confidentiality. Strong communication and multitasking abilities, with a patient-focused approach and the ability to work independently while maintaining excellent service and professionalism.

WORK EXPERIENCE

MEDICAL RECEPTIONIST / MEDICAL VIRTUAL ASSISTANT **Jul 2022 - Aug 2026**
Alina Telehealth - Remote

- Managed high-volume inbound and outbound calls, assisting patients with appointments, inquiries, and administrative concerns.
- Scheduled, rescheduled, and confirmed patient appointments according to provider availability.
- Maintained accurate and confidential patient records in the electronic medical record system.
- Coordinated referrals, authorizations, medical forms, and other healthcare documentation.
- Communicated professionally with patients, healthcare providers, nurses, and other staff.
- Followed up with patients regarding appointments, referrals, documentation, and other requests.
- Handled sensitive patient information while maintaining confidentiality and compliance with healthcare privacy standards.
- Managed multiple administrative tasks efficiently while working independently in a remote environment.

TECHNICAL SKILLS

- EHR/EMR: [Credible, Smartcare, MDTech, Epic. Netsmartcloud, Presencehealth.]
- Scheduling: [Dropbox]
- Communication: [Teams, Zoom, Slack, etc.]
- Productivity: [Microsoft Office, Google Workspace, etc.]

EDUCATION

Emar Human and Environmental College **Mar 2016 - Mar 2020**
Caregiving NC II
Information Technology II
General Academic Strand (GAS)

CORE SKILLS

- Appointment Scheduling & Coordination
- Patient Communication
- Patient Registration
- Inbound & Outbound Calls
- Calendar Management
- Medical Records Management
- HIPAA Compliance & Patient Confidentiality
- Electronic Health Records (EHR/EMR)
- Remote Healthcare Support
- Email & Administrative Support
- Data Entry & Documentation
- Multitasking & Time Management

CERTIFICATIONS

- Medical Administrative/Medical Virtual Assistant Certification
- HIPAA Training/Certification