



DAVINE VERHEGGEN

Medical Office Receptionist

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Whiteville, NC 



PROFESSIONAL SUMMARY

Dedicated and experienced medical office receptionist with a passion for providing exceptional patient care and administrative support. Proven ability to efficiently manage front desk operations, schedule appointments, and handle patient inquiries. Skilled in medical terminology, HIPAA regulations, and electronic health records (EHR) systems.

EDUCATION

2017 - 2021

Bachelor of Science in Health Administration

UNC School of Medicine / Chapel Hill, NC

SKILLS

- Computer Literacy Expert
- Telephone Etiquette Expert
- Scheduling Appointments Expert
- Data Entry Expert
- HIPAA Compliance Expert
- Medical Terminology Expert
- Billing & Coding Knowledge Expert
- Cash Handling & Accounting Expert

COURSES

2021

Certified Medical Administrative Assistant

American Association of Medical Assistants

LANGUAGES

- Dutch (Bilingual)

EXPERIENCE

2021 - Now

Medical Office Receptionist

Whiteville Family Practice / Whiteville, NC

- Greet patients and visitors warmly and direct them to appropriate areas within the clinic.
- Manage incoming calls, emails, and patient inquiries, averaging 50+ calls per day.
- Schedule patient appointments and follow up on missed appointments to ensure optimal clinic efficiency.
- Verify insurance coverage and process patient payments accurately, reducing billing errors by 20%.
- Maintain patient records accurately in the electronic health records system, ensuring compliance with HIPAA regulations.

2019 - 2021

Administrative Assistant

Whiteville Regional Hospital / Chapel Hill, NC

- Provided administrative support to healthcare providers and staff, including physicians and nurses.
- Managed office supplies inventory and placed orders as needed, reducing supply costs by 15%.
- Prepared correspondence, reports, and other documents with attention to detail and accuracy.
- Scheduled meetings and coordinated calendars for multiple staff members, ensuring efficient communication and scheduling.