



Emily Rogers

MEDICAL OFFICE MANAGER

(555) 456-7890

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Los Angeles, CA

SKILLS

Office Management	Expert
Team Leadership	Expert
Regulatory Compliance (HIPAA)	Expert
Patient Relations	Expert
Process Improvement	Expert
Practice Management Software (Athenahealth, Epic)	Expert

AWARDS

- Employee of the Year, UCLA Health, 2018, 2023
- Best Practice Implementation, Kaiser Permanente, 2012

PROFESSIONAL SUMMARY

Seasoned Medical Office Manager with over 16 years of experience in leading office operations in fast-paced healthcare environments. Adept at managing staff, optimizing office workflows, and ensuring regulatory compliance. Seeking a leadership role at Cedars-Sinai Medical Center.

EXPERIENCE

May 2013 - Now

Medical Office Manager

UCLA Health / Los Angeles, CA

- Manage the administrative operations of a high-volume dermatology practice, overseeing scheduling, billing, and patient relations.
- Supervise a team of 15 administrative and support staff, driving improvements in efficiency and patient satisfaction.
- Ensure compliance with HIPAA and other healthcare regulations, conducting regular training sessions for staff.
- Developed a comprehensive office policy manual, standardizing procedures across all locations.
- Collaborated with physicians to streamline patient intake processes, reducing wait times by 35%.

June 2008 - April 2013

Office Coordinator

Kaiser Permanente / Los Angeles, CA

- Coordinated office operations for a large internal medicine practice, handling scheduling, records, and patient inquiries.
- Trained and supervised front office staff, improving customer service and reducing errors in patient records.
- Assisted in the implementation of a new practice management software, improving data accuracy and accessibility.
- Managed office inventory, negotiating with vendors to reduce costs by 10% annually.

EDUCATION

2006 - 2008

Associate Degree in Healthcare Administration

Los Angeles City College / Los Angeles, CA