Leah Chen

Medical Receptionist

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Summary

Medical receptionist with four years of front desk experience in community clinics. Coordinates appointments, confirms administrative details and keeps messages organised for the clinical team. Communicates calmly with patients and follows clinic procedures for privacy and escalation.

Experience

Medical Receptionist, Example Cedarbrook Community Clinic

Jan 2023 - Present

Calgary

- Coordinate appointment bookings for four clinicians and confirm the visit type using the clinic's administrative booking guidance.
- Check contact details at reception and record corrections in the scheduling system before the appointment.
- Reworked the callback log with the practice manager; messages missing a return number fell from 12 to 3 across monthly samples of 100 messages.
- Refer requests involving symptoms, medication or clinical urgency to qualified staff using the clinic's escalation procedure.

Reception Assistant, Example Meadowhaven Family Clinic

May 2022 - Dec 2022

Calgary

- Greeted patients, confirmed scheduled appointments and directed visitors to the appropriate waiting area.
- Prepared daily appointment lists and flagged duplicate bookings to the receptionist responsible for the schedule.
- Filed incoming administrative correspondence in the approved system and checked unclear destinations with the supervisor.

Education

Diploma in Medical Office Administration

2020 - 2022

Example Meadowhaven Career College

Skills

Patient administration: Appointment scheduling, Contact verification, Message recording

Office systems: Clinic scheduling software, Electronic filing, Outlook, Data entry

Working practices: Privacy procedures, Clinical escalation, Clear handovers

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/medical-receptionist-resume-sample