

Detail-oriented and compassionate healthcare professional with hands-on experience as an Intake Specialist, specializing in insurance verification, patient onboarding, and EMR documentation. Proven ability to manage referrals, coordinate with payers and providers, and ensure compliance with Medicare, Medicaid, and HIPAA regulations. Adept at providing excellent customer service in fast-paced healthcare settings. Currently pursuing a Dental Hygiene degree with a strong commitment to improving patient access and clinical efficiency.

Employment history

Intake Specialist, AdaptHealth, Apr 2025 - Present

High Point, NC

- Verify patient insurance eligibility, coverage, and authorization for home medical equipment.
- Process new referrals and coordinate with physicians and payers to ensure complete documentation.
- Communicate with patients to review orders, collect copays, and confirm delivery details.
- Utilize Brightree system to manage order workflow and maintain compliance with Medicare/Medicaid standards. Streamlined patient intake processes, enhancing documentation accuracy and significantly reducing referral processing time.
- Analyzed patient data trends to optimize resource allocation, resulting in improved service delivery and patient satisfaction.
- Coordinated with healthcare providers to ensure seamless communication, fostering stronger relationships and improving patient outcomes.
- Educated patients about insurance coverage and options, leading to increased copay collections and smoother order fulfillment.

Medical Scribe, Oak Street Health, May 2024 - Sep 2024

High Point, NC

- Accurately documented patient visits in real-time in EMR (Epic), supporting efficient clinical workflows.
- Managed and updated patient records, ensuring HIPAA compliance.
- Assisted in coordinating patient-provider communication to improve outcomes. Documented patient encounters using EMR (Epic), enhancing clinical workflow efficiency and ensuring comprehensive patient records.
- Streamlined patient record management processes, achieving compliance with HIPAA regulations and safeguarding sensitive information.
- Reviewed and analyzed patient data trends, enabling proactive adjustments to treatment plans and optimizing care strategies.

Retail Associate / Customer Service, Roses Discount Store, Aug 2024

High Point, NC

- Provided exceptional customer service and processed transactions accurately.
- Handled merchandising, stocking, and inventory control.
- Fostered a positive in-store experience through effective communication and teamwork. Cultivated a welcoming atmosphere, enhancing customer satisfaction and fostering repeat business through attentive service.
- Coordinated with team members to ensure timely restocking, enhancing product availability and overall sales performance.
- Maintained accurate transaction records and reconciled daily sales, ensuring compliance with financial protocols.

Education

Guilford Technical Community College (GTCC), Jamestown, NC, 2028

Dental Hygiene

University of North Carolina at Greensboro, Greensboro, NC, Aug 2021 - Jun 2026

Bachelor of Science in Biology

Courses

Certified Medical Receptionist

GTCC

CPR Certification

AHA

Skills

Insurance Verification

EMR Management

HIPAA Compliance

Patient Intake

Customer Service

Microsoft Office

Time Management

Medical Billing & Coding

Communication

Patient Education

Clinical Coordination

Regulatory Compliance

Process Improvement

Workflow Optimization

Languages

English

Urdu

Additional information

Awards & Volunteer Experience

Future Medical Leaders of Excellence Award

- Service Learning Volunteer – Event planning, educational support for children
- Teacher Cadet Honors Program – Tutoring, classroom support for student development