

# Patricia Dunn

## **Experienced Administrative Assistant**

Brookside, NS B3T1S2

[patti\\_dunn20@hotmail.com](mailto:patti_dunn20@hotmail.com)

9024884409

To obtain gainful employment with a respected Firm so that I may utilize me educational as well as practical experience.

## Personal Details

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**Highest Level of Education:** DCS / DEC

## Work Experience

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### **Physician Administrative Assistant**

Arthritis & Injury Care - Halifax, NS

March 2021 to Present

Receiving, inputting and waitlisting referrals for 3 physicians .

Booking clinics and follow up appointments for all physicians.

Answering patients inquiries by phone and email.

Dictation and letter writing.

Ensuring all tests and specialists referrals are made.

Scanning documents into Electronic Medical Charts.

Involving 3rd party companies. (Legal, insurance, DVA)

Ordering and maintaining adequate medical supplies.

Other general office duties to ensure the smooth running of the office and clinics.

### **Administrative Assistant**

Dalhousie University, Division of Otolaryngology, Head and Neck Surgery - Halifax, NS

February 2019 to March 2021

- Receiving, inputting and wait listing referrals.
- Ensuring EMR is updated
- Book new and retuning patients
- Scan patients medical documentation into the EMR and submitting documents to Health Records.
- Booking patients for surgery and follow up appointments.
- Maintain and update Doctors schedule, clinically and academically.
- Responsible for all aspects of administrative duties for a very busy Otolaryngology Doctor.

### **Administrative Support Specialist**

Nova Scotia Hearing and Speech Centres - Halifax, NS

October 2017 to February 2019

Administrative Support Specialist to Audiologists, Speech -Language Pathologists and Communicative Disorder Technicians.

- Reviewing and prioritizing referrals for Audiograms, Speech Language, Voice Therapy as well as Vestibular testing.
- Registering new and existing patients into the Electronic Medical Record system (MedAccess.)
- Maintaining waitlists for Audio, Modified Barium Swallows, Speech Language and Voice Therapy.
- Booking Modified Barium Swallows for outpatients at the Victoria General Hospital as well as in Dartmouth.
- Mailing test results to corresponding Doctors.
- Scan medical records and documents into the Electronic Medical Record.
- Prioritizing workload according to the needs of the Clinicians.

Hemlock Medical Square - Family Focus  
 26 Peakview Way, Suite 201A  
 Bedford, NS B3M 2G0  
 902-443-8388

### **Medical Office Administrator**

Family Focus - Bedford, NS  
 May 2017 to October 2017

to Dr. Peter Brennan and Dr. Abi Adeniran.

- Answering phones, scheduling patients into the EMR (Nightingale) for office visits.
- Maintain and update patients file within the EMR.
- Scan medical records and documents into the EMR using ADM (Advanced Document Manager).
- MSI, Private Patient and third-party billing.
- Ensuring exam rooms are fully stocked at all time.
- Calling patients with follow up information as per the Doctor.
- Faxing and follow up with referrals that are sent to specialists.
- Compiling medical information for Long-Term and Short-Term Disability forms. As well as Government applications, as well as Worker Compensations claims.
- Cleaning and sterilizing medical equipment.
- Calling patients with results and information as per the Doctors orders.

Ravines Medical Centre Family Practice  
 535 Larry Uteck Blvd.  
 Bedford, NS. B3M 0E3  
 902-407-4382

### **Medical Office Administrator**

Ravines Medical Group  
 October 2016 to February 2017

Worked for varies doctors for office visits, as well as the Walk-In Clinic.

- Maintain and update patients file within the EMR, as well as some paper charts.
- Scan medical records and documents into the EMR using ADM (Advanced Document Manager).
- MIS, Private Patient and third-party billing.
- Managing the Account Receivables.
- Ordering office and exam room supplies.
- Calling patients with follow up information as per the Doctor.
- Faxing and follow up with referrals that are sent to specialists.

- Compiling medical information for Long Term and Short-Term Disability forms. As well as Government applications, as well as Worker Compensations claims.

### **Urgent Care Clinic Receptionist**

Upper Canada Health Team - Brockville, ON

January 2014 to August 2016

- Working in the evenings 5 nights bi-weekly at the Upper Canada Family Health Team Urgent Care Clinic.
- Booked scheduled patients into the EMR, started patient encounters into the EMR using SOAP notes and bringing patients into the exam rooms.
- Cleaning of the EMR system by checking patient's files and updating them accordingly (inactive/deceased, )

### **Health Office Administrator**

Dr. William Audet - Brockville, ON

March 2013 to August 2016

- Answering phones, scheduling patients into the EMR (Nightingale) for office visits, hospital procedures as well as home visits.
- Maintain and update patients file within the EMR, ensuring all the patients records are updated with immunizations, procedures etc.
- Ensuring that patients are up to date with the Ontario's screening tests (mammograms, pap smears and Fecal Occult Blood tests) as well as immunizations.
- Scan medical records and documents into the EMR using ADM.
- OHIP and Private Billing.
- Bring patients into the exam rooms and start the EMR encounter using SOAP notes.
- Maintained Immunization inventory and immunization ordering.
- Ordering office and exam room supplies.
- Dictation of Doctors oral notes.
- Assisted Doctor during a female physical.
- Submitting prescription renewals into the EMR for the Doctors approvals.
- Calling patients with follow up information as per the Doctor.
- Faxing and follow up with referrals that are sent to specialists.
- Compiling medical information for Long Term and Short-Term Disability forms. As well as Government applications, as well as Worker Compensations claims.

### **Health Office Administrator**

Dr. Brooks Family Practice - Brockville, ON

October 2012 to December 2012

Greeted patients and put them into exam rooms.

- Took and recorded patient's blood pressures and heart rate.
- Assisted Dr. during a female physical.
- OHIP Billing.
- Preparing injections for the Doctor to administer.

### **Office Administrator**

Adecco Employment Agency 51 King Street West - Brockville, ON

May 2011 to September 2011

- Greeted clients.
- Did over the phone screening and interviewing.

- Booked clients to come into the branch to do employment skill testing.
- Maintain filing system.
- Answered phones and incoming emails.

### **Assisted the Health, Safety and Environment Manager**

Manpower - Prysmian Cables Prescott Ontario - Prescott, ON

November 2010 to April 2011

- Assisted the finance department by imputing data.
- Assisted the Health, Safety and Environment Manager in updating all the Health
- Safety procedures.
- Trained new hires on the Health and Safety policies.
- Updated all the MSDS sheets and started to create an online database for the • MSDS sheets.
- Assisted the Lab in Quality control.

### **On Site Office Administrator**

Triple A Employment - Cornerstone Builders

May 2010 to November 2010

Temp Position)

- Documenting Time and Materials to be sent to Head Office.
- Coordinated all the Health and Safety meetings and training.
- Ordering and collecting materials.
- General office duties to ensure that site trailer ran efficiently.

### **Bookkeeper**

Untech Fix Auto - Cornwall, ON

January 2007 to April 2010

- Using QuickBooks to invoice Insurance Companies, Customers, & Vendors.
- Accounts Payable and Receivables.
- Bank Deposits.
- Petty Cash reconciliation.
- Payroll, bi-weekly.
- Government Remittances.
- Month End balancing.
- General office duties to ensure the proper running of the office.

## Education

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### **Diploma in Health Office Administration**

Willis College - Smiths Falls, ON

February 2012 to December 2012

## Skills

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- Administrative Support
- Data Entry
- Quickbooks

- Excel
- Customer Service
- Front Desk
- Front Office
- Bookkeeping
- Office 365
- Office Admin
- Accounts Payable
- Payroll
- Financial Report Writing
- Microsoft Outlook
- Accounts Receivable
- Office Management