



# ALTHEA BENAVIDEZ

VIRTUAL/EXECUTIVE MEDICAL ASSISTANT  
VIRTUAL ASSISTANT | EXECUTIVE ASSISTANT | MEDICAL  
RECEPTIONIST | MEDICAL ADMINISTRATIVE SUPPORT

## ABOUT

I support US healthcare clinics with patient intake, appointment scheduling, and medical administrative tasks, helping clinics improve workflow and patient communication.

I have one year of undergraduate Nursing education and a Bachelor's degree in Social Science, giving me a strong foundation in medical terminology, patient interaction, and documentation while maintaining HIPAA-compliant workflows.

## EXPERTISE

Healthcare Virtual Assistance

Patient Intake

Medical Administration

Appointment Scheduling

Insurance Verification (Support)

HIPAA Compliance

Medical Records

EHR (Epic / Athena - Familiarity)

## LANGUAGE

English ————— Expert

Filipino ————— Fluent

## CONTACTS

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📍 San Jose City, Nueva Ecija,  
Philippines

## WORK EXPERIENCE

MEDICAL VIRTUAL ASSISTANT 2024 - 2025

MotivIT, Baloc

- Managed inbound/outbound calls, addressed patient inquiries, and escalated cases to clinical management/patient care coordinators.
- Liaised with board of directors and CEO for urgent hospice/home health escalations.
- Coordinated patient appointments, verified insurance, and oversaw DME deliveries.
- Prepared end-of-day reports, maintained accurate patient records, and ensured HIPAA compliance.

REAL ESTATE APPOINTMENT SETTER 2023 - 2024

Comfort & Thrive Dental Clinic

- Contacted potential patients to adjust schedules, promoted clinic services/discounts, and secured appointments.
- Endorsed prioritized patients to management and maintained precise scheduling records.
- Communicate with the Directors for escalation
- Data entry for documentation of calls handled

CUSTOMER SERVICE REPRESENTATIVE 2020 - 2023

TaskUs, Pampanga

- Hospital Receptionist
- Greeted patients/visitors empathetically, managed front desk operations, and addressed inquiries.
- Supported clinical staff with administrative tasks and patient documentation.

# ALTHEA BENAVIDEZ

## EDUCATION

Good Samaritan Colleges INC. Cabanatuan City	2022- 2025
Bachelor of Science in Nursing and Midwifery	
Core Gateway Colleges Inc.	2018- 2022
Bachelor of Arts in Social Science	

## TOOLS USED

### Electronic Medical Records (EMR) & Healthcare Systems

- Athena (main EMR tool)
- HospiceMD

### Customer Relationship Management (CRM) & Workflow Tools

- Salesforce
- HubSpot
- Bitrix24
- Trello
- Jira

### Office & Productivity Suites

- Microsoft Office Suite (Word, Excel, Outlook)
- Google Workspace (Docs, Sheets, Calendar)

### Creative & Content Tools

- Canva
- Adobe Premiere Pro
- CapCut
- Filmora

## SERVICES OFFER

### Healthcare & Patient Support

- Patient scheduling, rescheduling, and cancellations
- Insurance verification and Durable Medical Equipment (DME) coordination
- HIPAA-compliant communication and documentation
- Escalation management with clinical teams and executives
- Patient inquiries handling and empathetic communication

### Administrative & Executive Assistance

- Calendar management for healthcare providers and executives
- Email management and correspondence
- CRM system management (Salesforce, HubSpot, Bitrix24, etc.)
- Report preparation and record maintenance
- Front desk operations and appointment coordination

### Customer Service

- Inbound and outbound communication with patients and clients
- Promoting healthcare services and patient engagement
- Managing urgent escalations with board members and CEOs
- Ensuring smooth communication between patients and clinic staff

### Creative & Technical Support

- Presentation design and content creation (Canva, Google Workspace, Microsoft Office)
- Video editing and marketing materials (Adobe Premiere Pro, CapCut, Filmora)
- Workflow optimization using Trello, Jira, and other digital tools