

Christine Robertson

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15 years as a medical secretary

Discreet, punctual, thorough
Good written communication skills
Familiarity with the health care network

PROFESSIONAL EXPERIENCE

Since Jan. 2016: *Hospital A, Immunology Department*

Ottawa

- Greet patients, set up appointments
- Open and distribute mail
- Manage the doctors' appointment books
- File patient files and other administrative documents
- Organize meeting logistics
- Attend meetings and take minutes
- Fill out insurance forms
- Transcribe medical reports using voice recognition software
- Revise and proofread texts
- Help implement the budget
- Order administrative supplies and take inventory

Jan. 2012 to Dec. 2015: *Hospital B, Oncology Department*

Hamilton

- Greeted clients
- Set up and confirmed appointments with department specialists
- Updated specialists' appointment books
- Prepared medical files
- Transcribed information from a dictaphone
- Filled out forms for insurance and compensation claims
- Filed departmental documents
- Ordered office supplies
- Trained a young assistant on office software

Feb. 03 to Dec. 2011: *Medical Centre B*

Hamilton

- Set up appointments
- Answered the phone
- Communicated information between doctors and patients
- Wrote reports and letters

- Revised specialists' documents
- Filled out medical insurance forms
- Managed and filed medical files
- Handled billing

EDUCATION

2002: Vocational diploma – medical secretarial studies, College D

Additional courses:

2007: First aid in the workplace, St. John Ambulance

2005: Cardiopulmonary resuscitation (CPR), St. John Ambulance

COMPUTER SKILLS

Good knowledge of Word, Excel and Outlook

Excellent proficiency with Crescendo voice recognition software

LANGUAGES

English mother tongue

Functional French

Basic Spanish

HOBBIES AND INTERESTS

Bicycling, cross-country skiing

Chorist with the St. Lawrence Choir

Volunteer for the Cedarwoods Support Association (palliative care)