

# EMMAH HAZELTON

Medical Receptionist

0451 609 805



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13 Horne Street, Cobbitty 2570



## SUMMARY

I am a highly motivated and enthusiastic person with a passion for healthcare. With 4.5 years of experience as a receptionist in urology, I have developed strong communication and organisational skills, along with a firsthand understanding of patient care. I hold a Certificate III in Allied Health Assistance and begin my first term in March for 'Bachelor of Nursing'. Caring for patients brings me happiness, and I am eager to grow and contribute as I take my next steps into a fulfilling career in healthcare.

## EDUCATION

**Western Sydney University**

Bachelor of Nursing - first year

## SKILLS

- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Experience Health System/ Electronic health records
- Medical terminology
- Patient confidentiality
- Customer service
- Reliable - Time management

## CERTIFICATIONS

CERTIFICATE 3 - Allied Health Assistant  
St Leonards TAFE institute

WWCC  
POLICE CHECK  
NDIS CHECK  
IMMUNISATIONS

## PROFESSIONAL EXPERIENCE

### Casual Receptionist 2019 -2022

Dr Nari Ahmadi

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Confirmed appointments, communicated with clients, and updated client records.
- photocopying, scanning, filing / emailing, faxing documents
- Corresponded with patients via phone, email & mail

### Urology Reception May 2023- Current

Sydney Urology Group / Dr Nicola Jeffery

- Prioritised calls through screening process and transferred calls and recorded messages for appropriate personnel.
- Managed front desk operations efficiently while greeting patients warmly and addressing their concerns professionally.
- Answered phone calls to offer office information, answer questions, schedule appointments.
- Schedule appointments, Procedures, radiology scans
- Maintained a clean and organised office environment to promote a positive atmosphere for both staff and patients.
- Supported colleague with operational requirements with administrative tasks.
- Located, checked in and searched for medical records for patient appointments and procedures.
- Billings Including Medicare, DVA & Health funds ]

### Work Experience Carrington Aged Care

Allied Health Assistance - Physiotherapy

group exercise, daily 1 on 1 sessions, documenting sessions providing feedback to physiotherapist on resident session maintaining before/ during / after feedback from resident

## REFERENCES

MELANIE CRONAN PRACTICE MANAGER / 0432 090 356  
SAMANTHA PALMER CLINICAL NURSE CONSULTANT / 0437 768 046  
NARI AHMADI UROLOGIST / 0421 827 214