

FRITSY FERNANDEZ

Medical Administrative Support | Patient Coordination | Virtual Medical Assistant

0925-003-7995 fritsyfernandez1@gmail.com

Davao City, Philippines

SUMMARY

Healthcare and administrative support professional with over 8 years of experience in healthcare customer service, patient coordination, appointment scheduling, documentation,and administrative operations. Experienced in supporting U.S.-based healthcare services, communicating with patients, maintaining accurate records, and coordinating referrals and follow-ups. Familiar with Greenway Health EHR and RingCentral, with a strong understanding of patient confidentiality and HIPAA compliance. Detail-oriented, dependable, and committed to providing organized and professional support to healthcare teams.

CORE COMPETENCIES

- Medical Administrative Support
- Patient Scheduling and Appointment Coordination
- Patient Communication and Follow-ups
- Electronic Health Records (EHR)
- Greenway Health EHR
- RingCentral
- Patient Records and Documentation
- Insurance Information Review
- Referral Coordination
- Healthcare Customer Service
- Data Entry and Record Maintenance
- HIPAA Compliance and Patient Confidentiality
- Administrative Workflow Coordination
- Email and Written Communication
- Microsoft Office Applications

EXPERIENCE

Garden OBGYN

March 2026 – September 2026

Virtual Assistant / Administrative Support

- Managed patient appointments, including scheduling, rescheduling, and cancellations for OB-GYN providers.
- Communicated with patients through RingCentral to address appointment inquiries and administrative concerns.
- Used Greenway Health EHR to access and update patient information and maintain accurate documentation.
- Reviewed patient insurance details to help ensure information was accurately recorded.
- Assisted with referral coordination, document management, and patient follow-ups.
- Supported providers and clinical staff with daily administrative tasks and patient coordination.
- Followed established HIPAA compliance procedures to protect confidential patient health information.

Optum Global Solutions

October 2021 – January 2026

Patient Advocate Representative / Customer Service Representative

- Assisted members with healthcare-related inquiries, benefits questions, and service concerns.
- Explained healthcare plan information and benefits clearly and professionally.
- Supported appointment scheduling, order tracking, and refill-related requests according to established workflows.
- Maintained accurate account notes and records while handling sensitive member information.
- Addressed inquiries by providing appropriate information and following company procedures.
- Delivered professional and empathetic support to members with different healthcare needs.