



I'M OPEN TO WORK



Quezon City,
Philippines

GEORGETTE BAYA

6 years of experience

- Cardiology
- Dentistry
- Neurology
- ABA Therapy
- Pharmacy & Compounding

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PROFESSIONAL SUMMARY

Healthcare Operations & Patient Coordination Specialist with 6+ years of experience supporting physicians, behavioral health providers, dental practices, and pharmacies through patient scheduling, onboarding, compliance, and administrative operations. Experienced in managing patient communications, coordinating appointments, verifying documentation, supporting recruitment and onboarding, and improving workflow efficiency. Recognized for exceptional organization, attention to detail, and the ability to build strong patient relationships while delivering outstanding customer service in fast-paced healthcare environments.

EXPERIENCES

Appointment Setter / Patient Coordinator

The Glen Dental
June 2025 – March 2026

- Conducted outbound outreach to prospective patients interested in dental implant procedures.
- Served as the first point of contact, educating patients on the implant consultation process.
- Qualified leads by assessing interest, dental concerns, and appointment readiness.
- Scheduled consultations with implant specialists while optimizing provider calendars.
- Followed up with prospective patients to reduce no-shows and increase booked consultations.
- Answered patient questions regarding treatment options, financing, and next steps.
- Maintained accurate CRM records and documented all patient interactions.
- Coordinated with the treatment team to ensure a seamless patient experience from initial inquiry through consultation.
- Built rapport with patients, resulting in increased appointment conversion rates.

Onboarding & Scheduling Coordinator

Jade ABA
June 2024 – May 2025

- Coordinated therapy schedules between Registered Behavior Technicians (RBTs), clients, and supervisors to maximize provider utilization.
- Managed the end-to-end onboarding process for new clinical staff, including credential verification, orientation, and compliance documentation.
- Screened applicants and coordinated interviews with hiring managers.
- Maintained compliance with ABA and healthcare regulations throughout onboarding.
- Tracked employee documentation, certifications, and credential renewals.
- Collaborated with HR and clinical leadership to ensure timely onboarding of new hires.
- Assisted with workforce planning by matching staff availability with client needs.
- Improved onboarding efficiency through organized documentation and workflow management.

Patient Care & Administrative Coordinator

Hawaii Pacific Neuroscience
January 2020 – May 2024

Promoted responsibilities (2022–2024):
Pharmacy Support & Compliance

Core Responsibilities

- Coordinated physician schedules and patient appointments across multiple specialties.
- Verified insurance eligibility and benefits before appointments.
- Managed referrals, authorizations, and patient documentation.
- Served as the primary point of contact for patients regarding appointments and follow-ups.
- Worked closely with physicians, pharmacies, and healthcare providers to ensure continuity of care.
- Maintained accurate patient records while ensuring HIPAA compliance.
- Assisted with virtual front desk operations and patient intake.
- Coordinated communication between patients and clinical teams to improve patient experience.

Expanded Pharmacy & Compliance Responsibilities (2022–2024)

- Supported pharmacy operations by introducing new compounded medications through outbound patient outreach.
- Educated patients on physician-prescribed compounded medications.
- Scheduled medication consultations and follow-up appointments.
- Managed CRM updates and documented all patient interactions.
- Collaborated with pharmacists and providers to improve medication adherence.
- Assisted marketing initiatives through patient communication campaigns.
- Coordinated follow-ups to improve patient satisfaction and treatment compliance.

Patient Engagement Specialist (Part-Time)

Mease Countryside Hospital – Cardiac Rehabilitation Program
March 2022 – December 2023 (Part-Time | Concurrent with Hawaii Pacific Neuroscience)

- Conducted outbound outreach to patients referred to the Cardiac Rehabilitation Program.
- Educated patients on the benefits of cardiac rehabilitation and encouraged program enrollment.
- Scheduled patients for rehabilitation classes while coordinating availability with clinical staff.
- Followed up with enrolled patients to improve attendance and reduce missed appointments.
- Built rapport with patients to increase participation and completion of the rehabilitation program.
- Worked in an incentive-based environment, consistently meeting patient enrollment and attendance goals.
- Maintained accurate patient documentation and updated scheduling systems.
- Collaborated with nurses and cardiac rehabilitation staff to ensure a seamless patient experience.

Skills

- Patient Coordination
- Appointment Setting
- Healthcare Administration
- Medical Scheduling
- Dental Patient Outreach
- Healthcare Compliance
- Staff Onboarding
- Credential Verification
- Insurance Verification
- CRM Management
- HIPAA Compliance
- Medical Documentation
- Patient Intake
- Recruitment Support
- Customer Service
- Calendar Management
- Administrative Support