Harpreet Sandhu

Senior Medical Office Assistant | Medical Office Assistant

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PROFESSIONAL SUMMARY

Medical office assistant with five years in busy family practice and specialist clinics in the Lower Mainland. Runs schedules for several physicians, handles MSP billing and referrals, and keeps the EMR accurate. Supports patients in English, Punjabi and Hindi, and is the clinic's go-to person for new staff training.

PROFESSIONAL EXPERIENCE

Senior Medical Office Assistant *Mar 2023 — Present*

Kingsway Family Health Clinic · Vancouver, BC

- Coordinate schedules for five family physicians and a nurse, balancing booked visits, same-day slots and virtual appointments to keep each day full but realistic.
- Submit and reconcile MSP claims weekly, correcting refused claims and tracking them until paid so the clinic does not lose billings.
- Manage specialist referrals from request to booked appointment, following up with offices so patients are not left waiting without news.
- Trained four new MOAs on Accuro, phone scripts and privacy rules, writing a reference binder used by the whole front office.

Medical Office Assistant *Aug 2021 — Feb 2023*

Fraser Point Dermatology · Burnaby, BC

- Booked consults and procedures for two dermatologists, preparing biopsy requisitions and tracking pathology results back to the chart.
- Prepared exam rooms, sterilized instruments and restocked supplies between procedures in a fast-moving surgical day.
- Answered patient calls in English, Punjabi and Hindi, explaining preparation and aftercare instructions written by the physicians.

EDUCATION

Certificate, Medical Office Assistant — Coast Mountain Career College *2021*

SKILLS

Technical: Multi-physician scheduling, MSP billing and reconciliation, Referrals and specialist booking, Accuro EMR, Medical terminology, Lab and imaging requisitions, Prescription renewal requests, Patient privacy (PIPA), Vitals and specimen handling, Inventory and supplies, Staff training, Punjabi and Hindi (fluent)

Certifications: Standard First Aid and CPR Level C · Medical Terminology certificate