# Camila Espitia

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## Professional Summary

Organized and proactive Office Manager with over 5 years of experience in case management, surgical coordination, and administrative operations within a clinical setting. Experienced in vetting patient cases, handling both personal injury and primary insurance, and ensuring smooth coordination between clinics and surgery centers. Recognized for strong communication skills, attention to detail, and a patient-first approach that supports high-quality care from intake through recovery.

## Core Competencies

- Case Management & Patient Follow-Up
- Surgical Coordination (Clinic ↔ Surgery Center)
- Administrative Operations
- Case Vetting & Documentation
- Personal Injury & Primary Insurance Handling
- Insurance Verification & Authorizations
- HIPAA Compliance
- Scheduling & Workflow Optimization
- Strong Verbal & Written Communication
- Interdepartmental & Patient Coordination

## Professional Experience

Nexus Spine Group – Office Manager / Case Manager
2019 – 2024

- Managed full-spectrum case management, following patients through their entire treatment cycle including pre- and post-surgical stages.
- Coordinated surgical scheduling and communications between multiple clinics and surgery centers to ensure seamless and timely procedures.
- Specialized in reviewing and vetting patient cases, including clinical and insurance-based evaluations for appropriateness and completeness.
- Handled insurance verifications, authorizations, and billing documentation for both personal injury claims and primary insurance plans.
- Oversaw administrative functions including patient records, scheduling, referrals, and support for clinical staff.
- Delivered clear and consistent communication with patients, physicians, attorneys, and surgical teams to maintain smooth operations and strong patient relations.
- Improved workflow efficiency and reduced delays by identifying and resolving administrative gaps.

## Technical Skills

Electronic Medical Records (EMR) | Microsoft Office Suite | Google Workspace | AthenaHealth | Kareo | Salesforce (basic)

## Languages

English (Fluent)
Spanish (Native)