

Adrija Bottiger

Clinic Manager

✉ adrija.bottiger@gmail.com

☎ (986) 029-7690

📍 3450 Home Street, New Orleans, LA 70118

Education

Associate's Degree in Healthcare Administration at Louisiana State University, LA

Sep 2013 - May 2017

I have learned how to effectively communicate with patients, staff, and other health care professionals, as well as how to manage medical paperwork and finances.

Links

[linkedin.com/in/adrijabottiger](https://www.linkedin.com/in/adrijabottiger)

Skills

Medical Terminology

Electronic Health Records (EHR)

Medical Billing and Coding

Insurance Claims Processing

Patient Scheduling

Customer Service

Languages

English

German

Profile

I am a Clinic Manager with over 5 years of experience in the medical field. I have experience managing clinics, doctors, and staff. I am passionate about providing quality healthcare to my patients and their families. I am dedicated to my work and take pride in my clinic's reputation for excellence.

Employment History

Clinic Manager at Baptist Community Health System, LA

Apr 2022 - Present

- Managed a clinic with 50 employees and an annual budget of \$5 million.
- Reduced employee turnover by 25% over a two-year period.
- Increased patient satisfaction scores from 78% to 92%.
- Implemented new policies and procedures that saved the clinic \$100,000 per year.
- Led the clinic to be named "Best Small Clinic" in the state for three consecutive years.

Assistant Clinic Manager at Ochsner Health System, LA

Aug 2017 - Feb 2022

- Led a team of 15 medical assistants and front office staff in providing care to 4,500 patients per month.
- Implemented new policies and procedures that improved patient satisfaction scores from 75th percentile to 92nd percentile.
- Trained new employees on proper clinical and administrative protocols.
- Reduced clinic inventory costs by 10% through proactive ordering practices.
- Monitored daily operations to ensure compliance with state and federal regulations.

Certificates

Certified Medical Manager (CMM)

Jan 2021

Certified Clinic Administrator (CCA)

Jul 2019

Memberships

American College of Healthcare Executives

Healthcare Information and Management Systems Society