

Timothy Healy

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Healthcare professional with 8+ years of experience at a leading orthopedic hospital, advancing from frontline support to surgical coordinator. Skilled in surgery scheduling, patient flow, vendor verification, and EMR management, with a strong focus on patient confidentiality, clear communication, and maintaining calm under pressure to ensure high-quality patient care and hospital standards.

Professional Experience

Hospital for Special Surgery, New York NY
Surgical Coordinator

September 2020 to Present

Ensuring the highest quality of patient care, scheduling surgeries, assisting staff nurses in providing comprehensive attention to patients and families, while working in an environment that commands clinical excellence every day.

- Manage insurance authorizations and pre-surgical approvals, verifying coverage requirements and resolving issues proactively to ensure cases proceed as scheduled.
- Schedule surgeries and related tests for orthopedic surgeons, helping maintain an organized, accurate OR schedule.
- Educate patients and families on pre-operative timelines, instructions, and day-of-surgery expectations to promote preparedness and reduce procedural delays.
- Check that the needed paperwork, clearances, and other requirements are in place so cases can move forward without avoidable delays.
- Communicate with nurses, surgeons, and clerical staff to keep everyone on the same page about schedule changes and patient status.

Hospital for Special Surgery, New York, NY
Patient Access Specialist

July 2019 to September 2020

Managed high-volume patient registration, insurance verification, and front-end billing for 100+ patients daily. Served as a primary point of contact during patient check-in, ensuring accurate demographic entry, insurance validation, and EMR documentation to support clinical care and revenue integrity.

- Registered patients, confirmed demographics, and checked insurance information at check-in.
- Verified coverage and collected copays and other out-of-pocket amounts when needed.
- Entered and updated patient data in the EMR to support accurate billing and clinical information.
- Helped manage the waiting room and patient flow so patients were ready for their appointments on time.
- Followed HIPAA and hospital guidelines to keep patient information private and secure.

Ensured a safe, sanitary, and welcoming environment by supporting daily operations across patient rooms, clinical areas, and public spaces. Performed thorough cleaning and disinfection of patient rooms following discharge in accordance with hospital infection-control protocols.

- Helped maintain a clean, orderly, and safe environment in patient rooms and common areas.
- Disinfected patient rooms after discharge, following hospital cleaning procedures.
- Handled trash, recyclables, and regulated medical waste according to policy.
- Supported a good first impression for patients and visitors by keeping areas neat and presentable.

Skills

- Patient Access, Registration & Front-End Workflows
- Insurance Verification & Prior Authorization Processing
- Third-Party Vendor & External Partner Management (implants, biologics, imaging, equipment)
- EMR, Hospital, Vendor-related systems (Epic, Workday, JRF Ortho, MTF Biologics, Optum/CVS/ Accredo pharmacy, Google Suite, MS Office.)
- Cross-Functional Collaboration
- Time Management & Task Prioritization
- High-Volume Workflow Management
- Accuracy, Attention to Detail & Documentation Integrity
- HIPAA Compliance & Regulatory Adherence

Education

High School Diploma | *Lawrence High School, 2013*

Associate of Arts and Sciences | *Nassau Community College, 2014-Present*

- *Dean's List | Spring, 2025*