

**YOUR RELIABLE MEDICAL VIRTUAL ASSISTANT**

**MARY ANNE  
JOY ROOQUE**

*Efficient | Organized | Professional*



# Introduction

Hi! I'm...

**JOY ROQUE,**

A dedicated Medical Virtual Assistant specializing in supporting healthcare professionals, clinics, and medical practices with efficient administrative and patient support services. I assist with appointment scheduling, medical email management, patient coordination, data entry, research, and customer service to help healthcare providers focus on delivering quality patient care. My goal is to provide reliable, detail-oriented, and confidential assistance that improves workflow efficiency and enhances patient satisfaction.



# Services Offered

- ✓ **Appointment Scheduling and Calendar Management**
- ✓ **Patient Registration and Intake Assistance**
- ✓ **Medical Records and EMR/EHR Management**
- ✓ **Insurance Verification and Claims Follow-up**
- ✓ **Medical Billing and Invoicing Support**



# Services Offered

- ✔ **Email and Phone Support for Patients**
- ✔ **Prescription Refill Coordination**
- ✔ **Data Entry and Documentation**
- ✔ **Transcription of Medical Notes and Reports**
- ✔ **Telehealth and Virtual Consultation Assistance**



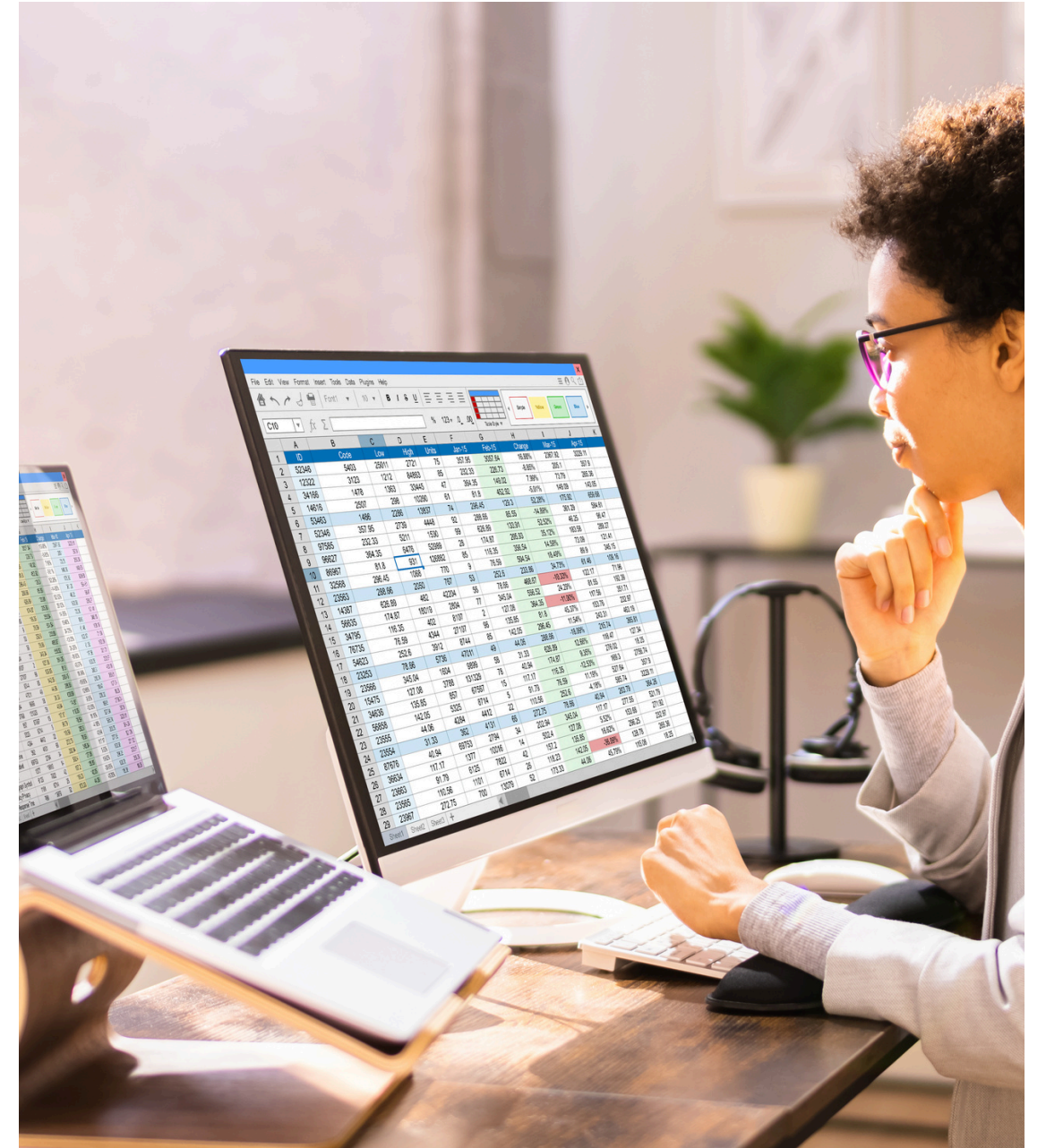
# Services Offered

- ✔ **Follow-up Calls and Patient Reminders**
- ✔ **Administrative and Clerical Support**
- ✔ **Customer Service and Patient Communication**
- ✔ **File Organization and Confidential Records Handling**
- ✔ **Research and Preparation of Medical Documents**



# Services Offered

- ✔ **Microsoft Office and Google Workspace Management**
- ✔ **Social Media and Online Inquiry Assistance**
- ✔ **HIPAA-Compliant Administrative Support**



# Why Hire a Medical VA?

- ✔ **A Medical Virtual Assistant (MVA) helps healthcare professionals manage administrative and patient-related tasks remotely, allowing doctors, clinics, and healthcare teams to focus more on patient care and improve overall efficiency.**



# How We Work Together

1

## Discovery Call

- A quick call to understand your needs, goals, and priorities.

2

## Task Agreement & Onboarding

- We agree on tasks, timelines, and tools to ensure a smooth start.

3

## Daily/Weekly Updates

- Regular check-ins to keep you informed and aligned on progress.


4

## Smooth & Organized Workflow

- Tasks are handled efficiently with clear communication and structure.

# Let's Connect!

Thank you for stopping by my portfolio. I'd love to help you save time and focus on what truly matters. Let's work together and make things happen!

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