

# MILIJA GROTENHUIS

## CONTACT

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📍 239 E 300 N Provo, UT 84606

## EDUCATION

**B.S. of Psychology**

**Brigham Young University-Provo**

Expected April 2025

## SKILLS

Customer Service

Patient Care

Spanish (intermediate: Reading, Writing, Speaking)

Dependability

Scheduling

Eaglesoft Program

Quick Learner

## HOBBIES & INTERESTS

Sports (Basketball, Rugby, Lacrosse, Volleyball, Soccer)

Stained Glass

Cooking & Baking

Music (Singing, Flute, Concerts, Ballet)

**Karen Abraham**

📞 920-862-7272

✉️ forestdental@aol.com

## PROFILE

Highly motivated and versatile professional with a foundation in Neuroscience and Psychology. Possesses excellent problem-solving, communication, and organizational skills. Eager to contribute to the success of a dynamic team. Seeking an opportunity to apply my knowledge and skills in a challenging and rewarding environment.

## WORK EXPERIENCE

### Patient Coordinator

Forest View Dental 2018-2020

- Communicated with insurance companies to ensure the correct benefits for patients.
- Acquired legal signature from patients before procedure.
- Constructed treatment plans for patients and offered a detailed walkthrough of future insurance and out-of-pocket payment.
- Handled patient co-pays and billing.
- Submitted patient claims to insurance companies.
- Conducted calls for emergency and semi-annual appointments.
- Verified and filled patient appointments for doctor efficiency and max production.

### Dental Assistant

Forest View Dental 2021-Present

- Provided optimal patient care.
- Ensured patients had a correct and updated medical history.
- Checked blood pressure and pulse before oral surgeries
- Assisted doctor in performing procedures.
- Instructed patients on proper oral hygiene.
- Sterilized instruments for employee use to assure patient safety.
- Attended meetings from the Occupational Safety and Health Association.
- Captured X-rays for doctor examination.
- Kept records of all dental treatments done.

## VOLUNTEER WORK

### SA Victims Advocate

The Refuge - Orem  
(Current)

### LDS Missionary

Illinois Chicago  
California Fresno  
Spanish  
(2020 - 2022)

### Weekly Volunteer

Vantage Point - Provo  
(2023 )