

ADEJOKE (ADE) LEIGH

Oakville | 289.259.6074 | adejokeleigh@gmail.com

Professional Summary

Motivated **Dental Professional** with over 2 years of experience in dental administration, patient coordination, and front-office management. Combines a clinical dentistry background with strong communication and organizational skills. Known for delivering exceptional patient experiences, maintaining meticulous records, and optimizing office workflows. Ready to bring a positive attitude and a passion for patient care to a growing dental team in Oakville.

Work Experience

Halton Hyperbaric – Administrative Assistant/Clinic Coordinator

Oakville, ON

03/2024 - Current

- Warmly welcome patients and handle scheduling of appointments, effectively reducing no-shows by confirming bookings in advance.
- Manage multi-line phone system, answer inquiries, and ensure timely follow-up to maintain high patient satisfaction.
- Update and maintain confidential patient records to ensure accuracy and compliance with privacy regulations.
- Act as liaison between clinical team, patients, and external vendors to streamline operational flow.
- Monitor and reorder office and clinical supplies, ensuring consistent stock levels and efficient clinic operations.
- Provide basic health guidance and post-appointment instructions, promoting a patient-focused, welcoming environment.

St Joseph's General Hospital – Meditech Expanse ATE Support

Elliot Lake, ON

June 2024

- Provided in-person and virtual support for Meditech Expanse during go-live, following precise direction and adapting to shifting priorities.
- Assisted physicians, physician assistants, and nurse practitioners with order management tasks (cancel, reorder, modify, void), ensuring clarity and precision.
- Guided end users on clinical documentation, admissions, transfers, and discharges using a detail-oriented approach and strong organizational skills.
- Advised clinicians on optimizing Smart Sets, Order Sets, and Note Writer functions, showing adaptability and a willingness to learn new system features.
- Supported ED providers and nurses by creating support tickets and managing ServiceNow communications, functioning effectively both independently and as part of a team.
- Offered comprehensive surgical support across all care phases (pre-op and intra-op) while navigating a high-change environment with clarity and direction.
- Demonstrated key system features such as addendum creation and review of vital signs, labs, and x-rays, ensuring accurate communication with clinical staff.
- Utilized a valid driver's license to travel within the province for on-site support, reinforcing flexibility and commitment to service excellence.

University College Hospital – Dentist / Dental Clinic Manager

05/2016 – 12/2023

- Performed comprehensive oral examinations, educating patients on treatment plans and preventive care strategies.
- Built rapport with a diverse patient base, fostering a calm and comforting environment during procedures.
- Coordinated with dental hygienists, assistants, and front-office staff to optimize patient flow and reduce wait times.
- Accurately documented clinical notes enhancing continuity of care.
- Maintained strict compliance with infection control, health, and safety guidelines to uphold high clinical standards.
- Counseled patients on treatment costs, assisted with insurance submissions, and clarified billing details to prevent misunderstandings.

Dental Board Clinic – Dentist / Project Business Analyst

01/2012 – 04/2016

- Conducted detailed oral evaluations, identifying potential issues and proposing effective treatment plans.
- Collaborated with the front-desk team to optimize appointment scheduling, reducing gaps and maximizing chair-time utilization.

Education

Health Informatics, 10/2022

Toronto Metropolitan University - Toronto, Ontario

Data Analytics Professional, 11/2022

Google

Bachelor of Dental Surgery-BDS (Equivalent of DDS/DMD): Dentistry, 07/2010

University of Ibadan - Nigeria

International Exchange Program: Dentistry, 11/2009

University of Pennsylvania – Philadelphia, Pennsylvania. United States

Certifications

- PMP - Project Management Professional
- PMI-ACP - PMI Agile Certified Practitioner
- BLS – Basic Life Support for Healthcare Providers
- CSM - Certified Scrum Master
- CSPO - Certified Scrum Product Owner
- Lean Six Sigma White Belt I Clearance

Skills

- Dental Front Desk & Administration: Appointment scheduling, insurance verification, payment processing.
- Patient Care & Communication: Ability to educate patients on procedures and oral health, ensuring a welcoming environment.
- Record Management: Proficient in managing EHR systems (Dentrix, Meditech), ensuring accurate documentation and compliance.
- Collaboration & Teamwork: Works well with clinical and non-clinical staff to create a cohesive, supportive atmosphere.
- Detail-Oriented & Organized: Maintains accurate patient records, inventories, and billing information.
- Fast-Paced Adaptability: Thrives in dynamic settings, handles multiple priorities, and remains calm under pressure.

Soft Skills

- Strong attention to detail and adherence to guidelines
- Collaborative team player with the ability to work independently
- Excellent organizational and communication skills
- Proven experience supporting clinical systems in dynamic healthcare settings

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- Coordinated with insurance providers to verify coverage and streamline claims processing, decreasing approval times.
- Utilized electronic systems to maintain precise treatment records, including radiographs, perio charts, and clinical notes.
- Explained treatment options, post-operative care, and good oral hygiene practices, leading to better patient compliance.
- Worked closely with administrative staff to confirm appointments, track patient attendance, and maintain daily schedules.
- Entered accurate procedure codes and ensured proper documentation for billing and insurance claims.
- Contributed to ongoing quality improvement initiatives, focusing on patient safety and experience.
- Adhered to strict protocols for instrument sterilization and clinical area sanitation.

University College Hospital – Dentist

11/2010 – 12/2011

- Clinical assessments and dental procedures, including oral health evaluations, periodontal curettage, restorative dental treatments, extractions, on an average of 30 patients per week.
- Total management of patients from the out-patients department of Surgery and performed minor surgical procedures.
- Worked as part of a team to develop treatment plans for patients.
- Identified contributory factors in improving patient experience and contributed to a central administrative body of knowledge.
- Participated in research projects and assisted with data collection and analysis.
- Created post-treatment Healthcare experience surveys that were used to measure quality indicators in treatment facilities.
- Presentation of seminars and case reviews on a variety of dental conditions.
- Conducted tutorials and chair-side teaching to clinical students.
- Organized community oral health outreaches to schools and communities and gave oral health talks.