

# Florence Nightingale

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## Summary of Qualifications

Experienced CNA in inpatient and home health care settings. Comfortable in leadership roles; explaining detailed information; and caring for chronic or acute medical conditions. Customer service experience in unsupervised and fast paced environment

## Education

Medical Assisting Program, Portland Community College - Certificate expected

6/2008

CAAHEP approved

GPA 3.4

**Practicum: Helping Hand Clinic, Portland, OR - Family Medicine**

**Community Health Fair – Conducted vision and hearing screenings, developed instruction pamphlet for health providers on identifying irregular heart beat**

BLS for Health Care Providers, First Aid, HIPPA, Certified

## Skills

### Clinical

- Perform in house lab procedures and routine CLIA testing
- Observe patients and respond to verbal and non-verbal communication
- Medication preparation and dispensation on night shift, including routine vital sign checks
- Set up priority of care for 10 medically fragile geriatric patients
- Handle bio-hazardous materials, and medical specimens with attention to disposal or accurate and confidential processing. Prepared body for coroner examination
- Monitored intake and output of food and fluids
- Cleaned ostomy bags and took preventive/palliative measures for decubitus sites

### Administrative

- Schedule appointments, prepare rooms, anticipate clinician needs and escort patients
- Confirm insurance and collect documentation. Process cash or take payment information
- Prepare medical bills and fax to carriers
- Document chief complaint in computerized system (SOAP Ware)
- Chart preparation and maintenance, note immunization schedules for patient advisement
- Handled fax requests for medical records, pharmacy re-orders, and medical tests

### Communication

- Comforted and redirected combative or difficult patients. Explained step by step procedures to allay fears and return situation to normal by remaining calm, focused and working with sensitivity to patient and co-workers
- Provided direction as floor lead for nurses aides, reviewed charting and ensured procedures were followed
- Contacted ambulance services and reported patient complaints or staff observations. Inform family of patient progress and medical changes

## Medical Employment

**CNA, Alterra –Cedar Mill, Beaverton, OR**

2003-2004

**CNA, Serenity Senior Care, Portland, OR**

2006

**CNA, Descanso Gardens, Portland, OR**

2006