

Summary of Experience

20 years experience in front and back medical office administration as CNA or CMA in clinic, hospital and long term care settings with progressively responsible leadership positions.

Medical Skills

Administration

- Supervise 6-10 staff members and organize flow of care priorities for 4 floors and approximately 100 geriatric residents. Communicate tasks and patient updates in shift change
- Contact medical providers in emergency situations and medication changes, observations and for routine advice
- Accountable for narcotics and scheduled medications, proper dispensation and all documentation
- Work with pharmacies, doctors and families to organize and arrange for medication orders and changes
- Discuss sensitive information or major physical/emotional changes, inappropriate behavior and reassessment of proper medical care with families and educate patient on healthy self-care practices
- Handle post-mortem care and documentation. Assess emergency situations, interview personnel/patient for incident report and determination of necessary care
- Monitor building security and patient/staff safety by physical observation and greeting visitors

Clinical

- Served diverse urban populations including underprivileged, medically neglected, and street related violence for number one trauma facility in Portland
- Greeted patients and pulled charts, gathered demographics and insurance information
- Documented chief complaint and patient concerns
- Coded medical claims for bill processing ranging from 200-300 claims daily. Cross referenced ledger to charges for quality assurance
- Collected, balanced and deposited daily co-payments managing front desk reception duties and clerical tasks for 5 doctors and 20 health care providers
- Coordinated efforts and work flow with four clerical team members
- Monitored waiting room and patient flow in noisy, chaotic pediatric and emergency clinics
- Worked with security and other departmental staff and outside agencies to ensure safety quality care and satisfaction for patients and visitors
- Escorted patients to various clinics and hospital departments and adapted communication style to fit patient demeanor and emotional state
- Triageed medical calls, charted and passed on critical information to providers for treatment follow up or advice
- Roomed patients, set up equipment, collected vital signs, prepared and assisted in exams with cultural sensitivity
- Conducted all activities with professionalism and integrity and passion for the individual

Employment History

<u>Lead Medication Aid</u> , Irvington Village Assisted Living, Portland, OR	2004-Present
<u>Medical Assistant</u> , Multnomah ESD, Portland, OR	2004-2007
<u>Medical Office Asst. II</u> , Legacy Health, Portland, OR	1997-2004
<u>Medical Office Asst.</u> , Multnomah County Health, Portland, OR	1987-1998

Education

Associate of Arts, Portland Community College, Portland, OR expected 6/2008