**CARMEN** **MALONEY**

**E-mail: deliasonata@earthlink.net**

**Cell: 305-205-0608**

**OBJECTIVE**

Professional and polished Registered Medical Assistant with extensive hospital experience, combined with a recent Surgical Technology degree and 600 hours (85 cases) clinical rotation with Baptist Hospital. Recognized for ability to effectively communicate and work with diverse clients and staff. Outstanding skills in assessing what is needed, prioritizing and building rapports with patients, and effectively coordinating to ensure maximum revenue is achieved.

**SKILLS**

Experience in Multi-Physician's Practice: (Cardiology, Gastroenterology, Dermatology, Urology, Internal Medicine, OB/GYN/Oncology, Allergist/Immunologist, Plastic Surgery, Otolaryngology and Primary Care Physician.

* Excellent verbal and written communication skills in English and Spanish.
* Understanding of Medicare, Medicaid and private insurance and keeps current on reimbursement issues, posting and charges.
* Knowledge of Medical Terminology, ICD-10 coding, Insurances (HMO/PPO and POS).
* Attention to detail and ability to prioritize work and meet deadlines.
* Excellent organization and time management skills.
* Ability to multi-task, and to function independently or with a team.
* Excellent problem-solving and creative-thinking skills, and well-developed personal stress management skills.
* Engaged, customer-service oriented self-starter capable of working without direct supervision.
* Proficiency with MS Office (Word, Excel and Outlook).
* Knowledge of EMR's (UCHART- Epic- ECW-PCM- CHCS- PGUI- NEXTGEN- UNOS-MedTech,

Amyssis, Cotiviti, Macess, MediSoft)

* Ability to function effectively in stressful situations.

**PROFESSIONAL EXPERIENCE**

***HEDIS Abstractor, Quality Improvement Dept. (Seasonal ASSIGNMENT)***

*AV-Med Health Department*

October 2019 – Present

* Review all Medical Records received for annual HEDIS audit.
* Abstracted clinic data from Medical Records as per the HEDIS measure requirements.
* Request any additional information from Providers as needed.
* Detailed review of Compliant and non-compliant member charts for HEDIS rate improvement
* Year-round data collection of medical charts for HEDIS audits.
* Assess current practice patterns, assets and challenges utilizing Medical Home Index, NCQA Standards, HEDIS audits, site reviews and medical records

**Lead Registered Medical Assistant / Laboratory Technician**

RGB Group, INC to Central Care, Incorporated at USCG January 2007 to September 2019

* Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.
* Interview patients to obtain medical information and measure their vital signs, weight, and height.
* Record patients' medical history, vital statistics, or information such as test results in medical records.
* Authorize drug refills and provide prescription information to pharmacies.
* Prepare and administer medications as directed by a physician.
* Show patients to examination rooms and prepare them for the physician.
* Explain treatment procedures, medications, diets, or physicians' instructions to patients.
* Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
* Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures.
* Inventory and order medical, lab, or office supplies or equipment.
* Schedule follow-up appointments including recalls
* Request medical records from doctors and hospitals
* Returns patient calls promptly and professionally
* Call-in new prescriptions and refills and obtain authorization if necessary
* Obtain lab results including stat requests
* Complete tasks from Electronic Medical Record
* Reviews open orders every three days and works accordingly
* Contact patients with test results
* Sends history and physical forms to outpatient facility
* Other duties as assigned

**Surgical Recovery Coordinator - (Per Diem)**

University of Miami Life Alliance Organ Recovery Agency LAORA - Miami, FL

July 2012 – August 2014

* -Responsible for the coordination and management of cadaver donors for organ procurement with on-call responsibilities under the Director Clinical Operations, Medical Director, and Donor   
  Management Coordinator Supervisor of LAORA.
* In addition to direct clinical support of potential organ donors, I also educate and provide organ procurement in-service to health care professional in donor hospitals and am responsible for
* reporting to regulatory agencies, such as the United Network for Organ Sharing (UNOS) and participating in continuing clinical research.
* Coordinates with staff in the operating room for local procurements and abroad (i.e. requiring   
  flight transportation) with clinical recovery and preservation of organ for transplantation, and undertakes extensive communications with transplant center, according to established   
  guidelines.
* Provide data, beginning with the formal protocol assessment and ending with the final   
  decision, whether or not to transplant a cadaver organ. This consists of assessing organ function under the preservation and preservation parameters, and determining organ viability for clinical
* transplantation by advising surgeons whether or not organ(s) are suitable for   
  transplantation based on clinical observations.
* Provide medical assistance to the excising surgeon in the removal of organs and tissue. This   
  assistance consists for exposure, homeostasis, suturing, and perfusion of the organs as they are   
  procured. In addition, providing clinical guidance/recommendation on organ preservation.
* Characteristics in terms of flush amount, medicinal additives, to help ensure optimization of organ function in recipients.
* Retrieve blood/tissue specimens necessary for tissue typing and to ensure timely delivery to the appropriate laboratory.
* Package the organ(s) and transports according to protocol to the local recipient facility   
  and/or the LAORA Perfusion Lab Facility.
* Maintaining accurate records of kidney function and disposition. Maintaining current   
  knowledge of chemical and bacteriological evaluations of kidneys and preservation solutions.   
  Making technical adjustment to machine (i.e. pressure, rate, temperature, etc.) and assessing   
  organ function based on clinical knowledge while providing organ viability feedback to transplant center clinical personnel in an effort to optimize organ preservation technique.
* Be responsible for accurately collecting, recording, and maintaining clinical records of donor and recipients as required the program.

**Laboratory Technician / Laboratory Safety Coordinator** Center for Arthritis and Rheumatic Disease

October 2000 - December 2006

* Responsible for sort and receive specimens, resolve pending lists, located missing specimens and store specimens.
* Responsible of receiving processes and distributes specimens to the appropriate testing location.
* Performs assigned analytical testing procedures in accurate, precise and timely manner.
* Prepares reagents, label tubes and specimens’ containers for testing, loads and unload patient’s samples onto specified instruments.
* Responsible for data entry of patient requisitions into laboratory information system while maintaining Overall data accuracy.
* Responsible for validating data entry and correctly handling and labeling patient specimens, imaging **patients** requisitions and centrifuging patient specimens and
* Coordinate laboratory safety and environmental compliance efforts based on EH&S programs.
* Serve as liaison between the laboratory and EH&S in helping maintain safety and regulatory information, including Material Safety Data Sheets.
* Attend training sessions provided by EH&S, sharing information with department.
* Distribute safety information to all lab personnel. Communicates information on identified hazards, precautions, and required corrective actions throughout the department.
* Conduct or coordinates periodic laboratory self-inspections.

***Registered Medical Assistant / Surgical Scheduler Coordinator*** *University of Miami Hospital and Clinics/Sylvester Cancer Center Miami, Florida*

*February 1993 - October 2002*

* Interview patients to obtain medical information and measure their vital signs, weight, and height.
* Record patients' medical history, vital statistics, or information such as test results in medical records.
* Show patients to examination rooms and prepare them for the physician.
* Responsible for assisting the physician or Nurses in all types of procedures and setting the different trays as; punch biopsy, shave biopsy, excision biopsy, also assisting on cry therapy, curettage, cyst excision, electrodessication, phototherapy, face peeling procedure and skin tag removal.
* Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
* Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures.
* Inventory and order medical, lab, or office supplies or equipment.
* Operate x-ray, electrocardiogram (EKG), or other equipment to administer routine diagnostic tests and maintain (through prior and current medical education programs) an extensive knowledge of medical terminology and procedures.
* Coordinates a multi-faceted clinical office and supervised Medical Assistants.
* Posts/schedules all surgeries. Completes appropriate paperwork, prepares surgical file

and x-rays, obtains insurance pre-authorization, and communicates information to

**Surgical Technologist (Internship Clinical Rotation) (600 hours 85 Cases) Baptist Health of South Florida**

**October 2011 - June 2012**

* Completed 80 hrs. In Central Sterilization (workroom), assembling trays, Decontamination, Sterilization Department.
* Observe and maintain aseptic technique at all times.

Assist with skin preparation and draping of patients

* Control the location of contaminated instruments and supplies to prevent the spread of infection by properly utilizing the case cart system.
* Assisting in the moving patients from the Operating Table to Recovering Room.
* Perform accurate counts of sponges, needles, and instruments according to hospital policies and procedures before and after operation. Put dressing on patient following surgery according to surgeon preferences.
* Able to anticipate surgeons needs and have equipment set up in a manner that decreases surgical time and increases overall patient safety.

**EDUCATION AND CERTIFICATIONS**

Surgical Technologist

Registered Medical Assistant and Certified Medical Assistant

Registered Phlebotomy Technician

Certified in First Aid, CPR and AED