

# Yazmin Figueroa

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## **EXPERIENCE**

### **Banner Health** — *Healthcare Scheduler*

March 2023 - PRESENT

- Scheduling support, coordination of appointments
- Answer ringing phone and enter each patient call in EMR
- Utilized scheduling software to create and maintain appropriate schedules.
- Review incoming orders and scheduled as needed
- maintain patient confidentiality and stay HIPAA compliant

### **Banner Health** — *Case Management Coordinator*

April 2019- July 2022

- Ensure patients were discharged safely with aftercare arrangements after discharge from hospital
- Arranged Home Health care for patients after care
- Verified Insurance and received approval for Home Health visits and Durable Medical Equipment as Needed
- Requested Authorizations from Insurances for patients discharging to Skilled Nursing Facilities
- Communicate effectively and in an attentive manner with every patient encounter

### **NextCare Urgent Care** — *Medical Assistant*

February 2019- April 2019 (Furloughed during COVID Pandemic)

- Dual role of being the first point of contact for patients in the clinic while supporting front office functions, caring for patients in a Medical Assistant capacity while supporting back office functions.
- Monitored the flow of patients, processed patients for discharge including preparing charges, collecting payment, obtaining all necessary signatures and issuing receipts.
- Accurately room patients, obtain and record vital signs, patient history, and reason for seeking care.
- Venipunctures, Splints, EKGs, injections, etc.

### **Goodyear Family Medicine** — *Supervisor/Medical Assistant*

May 2017- February 2019

- Oversee the day-to-day operations of a busy family practice
- Manage and coordinate staff schedules, ensuring adequate coverage
- Develop and implement policies and procedures to optimize practice efficiency
- Monitor and maintain inventory of medical supplies and equipment

## **SKILLS**

Project Management

Leadership

Problem solving

Coordinating

Innovation

Reliable

Communication

Interpersonal Skills

## **AWARDS**

Phi Theta Kappa Honor Society

Service Award

Spanish Language Proficiency Certification

## **LANGUAGES**

Spanish

- Ensure compliance with regulatory standards and guidelines
- Collaborate with the team to provide exceptional patient care
- Handle client inquiries, complaints, and concerns in a professional manner
- Manage financial aspects of the practice, including budgeting and billing
- Perform vision screening, audiometry and tympanometry. Obtain specimens for routine ordered tests. Document all results.
- Initiate referrals that provider has ordered. Explain referral process to patients

### **Academic Urology and Urogyn — Lead *Medical Assistant***

January 2011-February 2017

- Demonstrate competency and professional responsibility in the medical assistant role
- In charge of maintaining efficient patient flow to provide quality care.
- Conduct employee evaluations and file counseling reports.
- In charge of training new employees, onboarding, and signing off on skill competencies.
- Held staff meetings to provide constructive feedback, process improvement initiatives as well as praise and award employees
- Act as a back-up Medical Assistant when needed
- Assisted Medical Assistants and Providers with in office procedures

### **Urology Associates — *Medical Assistant***

January 2010- January 2011

- Check in/check out. Room patients, obtain vital signs and document chief complaints in EMR ( eClinicalWorks ) Prep chart for providers to see patients.
- Update medical history and medications in the EMR
- Communicate pertinent patient changes/abnormal findings to provider
- Clean, sanitize patient care areas and exam rooms, stocking of rooms
- Answer ringing phone and enter each patient call in EMR for provider to handle
- Schedule follow up appointments of clinic visits
- HIPAA compliance and patient confidentiality prioritized
- Knowledge of/or willingness to learn front office tasks and procedures
- Excellent time management skills and ability to multi-task prioritization of work tasks
- Accurately room patients, obtain and record vital signs, patient history, and reason for seeking care.
- Assist Providers with in office procedures

## **EDUCATION**

**Phoenix College — *Associate Degree in Arts***

**Carrington College, Phoenix, AZ — *Medical Assistant Diploma***

