

Professional Summary

Dedicated and empathetic Certified Medical Assistant offering seven (7) years in direct patient care and medical office management experience. Committed to obtaining highest level of patient satisfaction by ensuring regulatory compliance and adherence to practice standards. Documented ability to cultivate trust and rapport with patients and maintain strong relationships. Excellent communication and interpersonal skills with patients, families, and other healthcare professionals.

Skills

- CPR/First Aid Certified
- Patient management
- Patient Scheduling
- Point of care testing
- Medical office administration
- Infection control and aseptic procedures
- Diagnostic equipment expertise
- Clinical applications
- Insurance Knowledge
- Phlebotomy

Work History

Certified Medical Assistant

10/2020 to Current

Men's T Clinic – Spring, TX

- Welcome patients and inquire about wellbeing since last Testosterone treatment.
- Collect and document patient medical information such as blood pressure and weight.
- Obtain client medical history, including medication information, symptoms, and allergies.
- Manage over 40 patients during day while multitasking
- Maintain detailed records of test results by entering data and patient information into computer.
- Monitor Fast Pack System for test accuracy using quality controls.
- Perform routine blood draws confidently and proficiently.
- Administer intramuscular injections safely.
- Run assigned in-house labs and maintain controls and calibrations
- Abilities in Epic, Cerner, Advance MD PM, and Eclinical Works , electronic medical record systems
- Submit prescriptions to pharmacy via phone, fax or web.
- Sanitize, restock and organized exam rooms and medical equipment.

Certified Medical Assistant

09/2016 to 04/2020

WellStar Health System – Atlanta, GA

- Greeted and roomed patients; obtained and recorded vital signs, chief complaints, and patient histories; complied with HIPAA
- Responsible for communicating test results to patients. Electronic script refills per written orders
- Called and faxed pharmacies to submit prescriptions and refills.
- Abilities in Epic, Cerner, and Eclinical Works , electronic medical record systems.
- Administer medication and injections according to policy
- Assist providers with exams and in office procedures such as EKGs, PAP smears, wound cleaning and dressing, NEB treatments, oxygen level testing, Visual and hearing testing, blood glucose monitoring
- Diagnostic testing -Urinalysis, hCG , Hemoglobin A1C, Fecal Occult Blood Test
- Prepared blood, urine, stool and sputum lab specimens for diagnostic evaluation
- Phlebotomy experience of four years
- Collected all pertinent data and calculations to aid physician in interpreting results
- Supported duties for diagnostic and technical treatment procedures, such as setting up and operating special medical equipment and apparatus

- Oriented and trained new staff on proper procedures and policies
- Collaborated with medical and administrative personnel to maintain patient-focused, engaging and compassionate environment
- Implemented care and efficiency improvements to support and enhance office operations
- Explained procedures to patients to reduce anxieties and increase patient cooperation
- Performed clerical duties, such as word processing, data entry, answering phones and filing
- Sanitized, restocked and organized exam rooms and medical equipment
- Enhanced patient outcomes by providing knowledgeable education on procedures, medications and other physician instructions
- Assisted with scheduling patients for appointments and referrals.

Medical Scribe

10/2014 to 08/2016

Pediatric Center For Wellness – Conyers, GA

- Reviewed outpatient records and interpreted documentation to identify all diagnoses and procedures
- Accepted dictated notes and produced professional documents with outlined information
- Used EClinical Works Software to input information into computerized patient record system
- Scanned and filed medical records in alphabetical order to maintain organized and up-to-date filing system
- Accompanied physicians through day in fast-paced, stressful environments
- Reviewed records, paperwork and orders for errors and resolved issues with minimal direction
- Documented complete information about examinations, treatment plans, lab results and other details directly into charts
- Guarded against fraud and abuse by verifying all coded data accurately reflected services provided

Medical Assisting Extern

02/2014 to 03/2014

East Atlanta Cardiology – Lithonia, GA

- Ability to perform clinical duties associated with the Back office, including but not limited to
- Front office, Check-in / Check-out duties: greeting patients or visitors; answering phones; scheduling appointments; data entry using EMR
- Escorting patients to exam rooms; obtaining vital signs and other patient history; accurate data entry
- Performed EKG's, Holter monitors, and assisting physicians with other minor office procedure as indicated
- Performed Phlebotomy procedures for lab tests
- Ability to perform coumadin procedures to check the INR for patients

Customer Service Representative

02/2012 to 11/2012

Ashley Stewart – Valley Stream, NY

- Administrative skills and customer service
- Co-ordinate operational work assignment daily
- Proficient in MS Word and Excel, PowerPoint, Outlook and Windows '97,'98' and 00.
- Assisted with general office work, such as filing documents and as light bookkeeping, processing invoices
- Processed credit and discounted transactions for select client base
- Input information into database

Education

Continuing Education: Health Administration

Expected in 12/2021

Clayton State University - Morrow, GA

Diploma: Medical Assisting

06/2014

Brown Mackie College - Atlanta - Atlanta, GA

- Graduated magna cum laude
- Dean's List 2013
- Graduated with 3.9 GPA
- Member of Alpha Beta Kappa
- Certified Medical Assistant NHA

- CPR , AED and First Aid Certification, American Heart Association