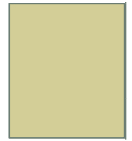


LA'DIAMOND MCGRIFF

WEST PALM BEACH, FL

(561)-704-3453 ▪ mcgrifldiamond@yahoo.com



Objectives

I have 9+ years employed in the medical field. I am a motivated leader with professional experience, knowledge and organizational skills. My desire is to be employed with a reputable organization where my professional skills can continue to advance to their full potential.

Education

Chamberlain High School
Tampa, FL
High School Diploma ▪ 2008

Palm Beach State College
Palm Beach Gardens, FL
Bachelor's Degree (Health Management) ▪ Present

Experience

Conviva Care Solutions
Assistant Office Manager/Lead Medical Assistant
North Palm Beach, FL
March 2018 – Present

- Efficiently carried out the duties of patient care in a Assistant Office Manager role including prior authorizations, medication administration, office preparation, patient follow up calls, medical records, resolve patient issues, and assist provider with procedures and assessments.
- Conduct employee trainings for new and existing team members in multiple areas of the facility including biohazard, HIPAA compliance, checking vitals, injections, phlebotomy and acute care.
- Developed a system for storage, inventory and ordering of supplies and medications saving the clinic time and money on overstock and efficiency.
- Organized effective laboratory collection and services in a challenging work space while maintaining high standard of care.
- Worked with Clinical Practice Manager and billing team to develop an efficient system for timely charges entry.
- Make sure the office team achieves HCC goals, hedis measures, and conduct the day-to-day operations to ensure the office is running efficiently.
- Attend to staff needs, providing support and make sure the office is properly staffed.

Homestead Nursing Agency
Lead Office Manager/Patient Care Technician
Fort Lauderdale, FL
June 2012 – March 2018

- Monitoring patients' conditions and providing updates to healthcare team.
- Monitoring patients' food and liquid intake.
- Supervise staff members, conduct scheduling to make sure the office is staffed at all times.
- Visit homes to pair patients with the correct staff member.
- Providing emotional support and assisting patients with basic needs.
- Report any changes in patients' conditions to a registered nurse or physician.
- Escort patients to get X-rays and other imaging tests.
- Assisting with the educating of patients' relatives regarding the required care.
- Perform nursing procedures such as administering medications.
- Maintaining accurate patient records.

Professional Certifications

Phlebotomist
Registered Medical Assistant
Patient Care Technician
Certified Nursing Assistant

Skills

Microsoft Office:

- MS Word
- MS Outlook

Project Management
Administrative Support
Medical Terminology
Electronic Medical Records (EMR)
HIPAA Compliance/OSHA Compliance
Patient Care
Customer Support Aide
Data Analysis
Strategic Planning