

Demetria Graves

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Clinton, Maryland

Objective: To Find a career that will allow me to utilize my skills to help with grow

Experience:

The GW Medical Faculty Associate Hematology/Oncology

Patient Representative II- January 2023-Present

Coordinates a multi-faceted, high volume medical Obtain all pertinent information to ensure optimal care coordination (medical records, test results, referrals, copays). patients are well. Review department schedules ensure appropriateness of scheduled appointments, and backfill open slots Routes calls or messages to appropriate clinical teams for proper triage. Schedules, coordinates, and reconciles all clinical telehealth appointment. Performs virtual and electronic patient registration and insurance verification. Use video-conferencing technologies, telehealth technology and scheduling software to coordinate and connect staff, resources, patients, and providers in the manner effective to delivery of services, patient care, education, and training. Accurate creation and direction of tasks to the appropriate individual, to include admins, teams, providers, etc. Perform all registration for new patients and updates registration information for established patients. Assess and process medication refill request with adherence to current processes. Provides patient instructions verbally or in writing when necessary for patient to prepare for appointment. Respond to patients' inquiries at the organizational level. Demonstrates effective call handling, including upset/dissatisfied customers. Appropriately identify and escalate priority issues. Ability to manage calls in an organized manner, including trouble shooting issues and actively problem solving. Works with nurse navigators, administrative assistants and other internal departments to efficiently and effectively resolve customer needs

GW University Hospital

Physical Therapy Technician- September 2018- January 2023

Assisting patients with light exercises during physical therapy sessions. Helping patients to move from room to room. Cleaning and preparing treatment areas and equipment before and after each session. Changing and washing patients' linens and pillows. Recording patients' progress for the Physical Therapist. Performing clerical tasks, such as answering phones and scheduling appointments. Handling the necessary paperwork, such as filling out insurance forms. Ordering and arranging supplies.

COVID-19 Additional Support Staff-

February 2019-2022

Inventory management (restocking & organizing). Ensure all departments of hospital equipped with oxygen tanks. Ordering supplies. Participate in hand-off of patient information/behavior to oncoming staff. Monitor patient & report to supervising nurse of any alarming changes. Assist patient with bathing, feeding, transporting, calming patient & re-orienting. Maintain confidentiality of patient information. Perform swabs for Covid-19 testing. Label, collect and process patient specimen to ensure accurate test results. Put on & remove personal protective equipment (PPE). Enter patient data in EMR

George Washington University Hospital

July 2018 - September 2018

Coordinate phlebotomy collection schedule within facility time restraints. Collects blood specimens using venipuncture, skin puncture or appropriate technique and maintaining the integrity of the specimen in relation to the tests performed. Ensure accurate labeling of specimens and ordered all tests as directed. Performs specified procedures within scope of established testing methods and responsibilities. Follow infection-control and safety procedures in carrying out daily phlebotomy function. Maintained patient confidentiality; complied with all HIPPA and OSHA regulations

Education:

2021 Certified Phlebotomy Technician

2021 CPR & AED

