

CERTIFIED NURSING ASSISTANT

Summary

Experienced Administrative Assistant III offering 21 years of experience in medical business office operations. Proactive leader with strengths in communication leveraging office professionalism, phone etiquette, proof-reads and audits case reports, oversees daily spreadsheets and providing consultation and organization of daily workflow. Dedicated in high-volume office environment that focus on delivering exceptional clerical and operational support for medical and hospital staff professionals.

Abilities to cultivate positive rapport among clients, staff, and management. Meticulous with demonstrated success in process improvements and procedural adherence in prioritizing workflow to achieve daily work objectives. A tech-savvy individual with in-depth knowledge of Cerner and Microsoft office software programs.

Well-versed in managing office supplies, equipment, inventory, paperwork and project needs.

Experience

Company Name - Certified Nursing Assistant City , State 01/1999 - 03/1999

- Fostered relationships with patients, caregivers and healthcare teams to achieve individual care plan targets.
- Conducted routine checks on standard patient vitals, including blood pressure, blood sugar and heart rate.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Documented patient intake and dietary requirements and assisted with feeding.

Company Name - Certified Nursing Assistant City , State 04/1999 - 04/2000

- Responded to patient alarms and needs-assessment requests to identify course of treatment.
- Collaborated with interdisciplinary healthcare teams to provide high-quality patient care.
- Provided hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.
- Consulted with nurses to develop patient care plans and evaluate treatment options.
- Managed and maintained patient rooms, shared-living areas and nursing stations.
- Provided nursing assistance to residents in 24 bed medical-surgical and orthopedic floor in hospital facility.
- Collected specimens, monitored vitals and maximized patient comfort.
- Documented information in patient charts and communicated to RN and nurse manager.
- Used mobility devices to carefully transport patients.
- Provided personal nursing assistance in pre- and post-operative situations.
- Volunteered to work additional shifts and overtime during busy periods to maintain proper staffing and floor coverage.
- Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.
- Translated medical jargon and short-hand data into correct terminology.
- Transcribed and edited reports from physicians.
- Maintained and updated patient census
- Maximized office efficiency by answering incoming calls per day to provide floor information and transfer calls to desired personal.
- Managed unit front desk activities, including customer service and office administration.

Company Name - Healthcare Unit Coordinator City , State 02/2001 - 08/2007

- Maintained and updated patient census, greeted patients and patients family through telephone courtesy calls and check-ins.
- Answered multiple phone calls daily in a timely manner.

- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Assisted patient to room with instructions.
- Provided excellent service and attention to team members and patient's when face-to-face or through phone conversations.
- Managed department by compiling paperwork the next day is ready for the staff and patients.
- Recognized by management for providing exceptional customer service.
- Collaborated with others to discuss new job opportunities.
- Improved patient satisfaction by finding creative solutions to problems.

Company Name - Cardiac Cath Lab Administrative Assistant II City , State 08/2007 - Current

- Reports to Cath Lab Director and Manager. Provides a full range of clerical and specialized administrative functions.
- Supporting leadership development activities and events. Screens and routes calls to appropriate individual in a courteous and efficient manner.
- Learned efficiently and anticipation to support office needs..
- Maintained, managed and updated daily schedule, spreadsheets and confidential reports through Excel, Word, eProcurement, I-Centra, Perioperative tracking Board, Schappbook, Power Chart and Lumdex.
- Delivered and scheduled patient information and oversee operational workday flow to physicians, nurses, technicians and management.
- Develop strategic daily workflow solutions with leadership and a sensible knowledge of the practices and procedures of the daily functions.
- Proof-reads and completes documents, checking for accuracy.
- Coordinates collection and preparation of operating reports
- Improved operations by working with team members and leaders to find workable solutions.
- Collaborated with others to discuss new operational opportunities.
- Maintains and updates department resources and tools such as waterfall call lists, referral lists, phone lists, organizational charts, or other department information.
- Attended departmental meetings, providing feedback to enhance future performance. Makes interpretations and recommendations. May develop appropriate methods to handle information.
- Track, create and files purchase orders and expense reports.
- Orders, stocks, monitors, and maintains adequate office and other supply inventory levels
- Earned reputation for good attendance and hard work.
- Provided excellent customer service and attention to team members, patient's and patient's family members when face-to-face or through phone conversations.
- Guided department by compiling paperwork electronically and taking detailed meeting minutes.
- Utilized Microsoft Teams to compile data gathered from various sources.
- Contact with firms, organizations, or individuals from outside the company, and globally.
- Collaborated in development of electronically procedure reports.

Skills

- Strong interpersonal skills
- Calm and level-headed under duress
- Patient relations
- Telephone etiquette
- Customer Service
- Phone call answering
- Administrative operations
- Appointment scheduling
- Medical terminology knowledge
- Understands medical procedures
- Documentation procedures expert
- Quality assurance controls
- Directing patients and visitors
- Technologically savvy
- Recordkeeping and bookkeeping
- Transmitting and Transporting files
- Excel spreadsheets

- Meeting planning
- Managing office supplies
- Records management systems
- Sensitive material handling
- Report analysis
- Data entry documentation
- Microsoft Office
- Deadline-oriented
- Report development
- Resolving discrepancies
- Prioritizing important tasks
- Professional and polished presentation
- Documentation and reporting
- Time management
- Office equipment maintenance

Education and Training

GED Utah High School City 05/1998

Certified Nursing Assistant Certificate : Nursing Practice Utah State University City , State 05/1999

Associate of Applied Science : Business Healthcare Administration Utah State University City

Expected in 05/2024