**­­Angelica Jackson­­­­­­­­­­**

55 Webb St. Hamden, CT 06517 (203) 859-1859

**Experience Medical Office Assistant (Clerical)**

Sept. 2007 - Current, Hospital of St. Raphael‘s, New Haven, CT

* Answer multiple-line phone
* Send/retrieve faxes
* Maintained patients’ charts
* Verify patients’ demographics/insurance information
* Schedule appointments for pediatric and other specialty clinics
* Pull medical charts for reasons ranging from: prescription refills/authorizations to lab results requests
* Call and reschedule patients who have missed their appointments
* Order medical supplies
* Clean patient rooms
* Test medical equipment to make sure they are functioning properly
* Stock the rooms of medical supplies and linen
* Escort patient’s into the clinical area and triage them
* Perform dipstick urine analysis
* Perform capillary punctures for various blood tests
* Enter lab orders
* Perform EKGs
* I work along with an Attending Physician, to make sure that our teenage parents are bringing their children in for their physical exams on a regular basis. I also ensure that these parents have the necessary resources available to them.

**School Bus Driver**

July 2004 - Sept. 2007, First Student Transportation, New Haven, CT

* Inspect the vehicle before and after school pick-ups to ensure a safe travel
* Document any safety violations found
* Thoroughly inspect the vehicle after student drop-offs to make sure that a child was not left behind

**Communications Associate-Emergency Department**

2000 - 2003 Yale New Haven Hospital, New Haven, CT

* Send/retrieve faxes
* Answer multiple-line phones
* Maintained patients’ charts
* Paged various medical teams regarding admissions and traumas
* Maintain VHS tapes to ensure that the full traumas are recorded
* Notify appropriate medical staff of a patient’s arrival via helicopter
* Submit patients’ admission information to the admitting department through an admitting software
* Inform the Medical Examiner of a patient’s demise

**­­Angelica Jackson­­­­­­­­­­**

55 Webb St. Hamden, CT 06517 (203) 859-1859

**Education The Sawyer Butler School**

2006 – 2007, , Hamden, CT

* Certificate of Completion
* Silver Dean Vaughn Medical Terminology Award
* Academic High Honors

**References** References are available on request.