Profile of:

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**Summary of Qualifications**

* 15 Years of Healthcare Experience
* Trained 512+ Physician’s,6,000 RN’s, LPN’s, Case Management ,Social Work, CNO, CEO, CFO and Ancillary departments, Project Manager for 36 Ambulatory Practices
* Curriculum instruction material created to support classroom experience was developed for inpatient Go-Live Phase 1 and 2 for Cedars Sinai Medical Center/University of Florida
* 6 Years of Epic Training Experience, including: Epic Care Inpatient, EPIC OPTIME, and Epic Care Ambulatory, Cadence, Resolute Professional Billing, Resolute Hospital Billing, Inpatient ICU, Op time, Epic Lab, Nurse Triage, My Epic, My chart, Home Health CPOE, Order Sets, MAR and Stork

**Education and Certifications**

* Credentialed/ Principle Trainer in Ambulatory/ ClinDoc, Orders, Stork
* University of Florida, Masters of Nursing/M.S.N
* Keiser University, Bachelor of Science/B.S Nursing, Ft. Lauderdale, Florida
* University of Phoenix, Associate of Science Healthcare Business Management

**Professional Experience**

**CSI Healthcare Firm /Brook Health** 2010 - Present

**University of Florida/ Shands Medical Center UF/JAX Facilities**

*Epic Ambulatory/Clin Doc/ Training/ Support/Order’s Builder and Mapping*

*Principal Trainer Inpatient Module-7,500 RN’s and Ancillary Dept, Project Manager for 36 Ambulatory practice/Surgerys and Go-Live Support*

* Partnered with physician leads across UFP/JAX to create evidence based clinical content for the electronic health record using Epic's ambulatory/inpatient applications.
* Responsible for leading requirement elbow support and monitoring sessions with specialty based physician groups,verifying clinical content within the Epic system and collaborating with clinicians and peers to complete the clinical and technical validation of the EMR content.
* Provided leadership and support for both ambulatory and inpatient implementations as well as other organizational projects.
* Provided up to date measures for builders in system and module implementations, released upgrades, clinical assessments, system optimizations and process improvement consulting.

**Cedars Sinai Medical Center/Deloitte Consulting**  July 2010-Oct. 2010

*Credentialed Trainer in Ambulatory/ ClinDoc/Inpatient*

* Responsible for mastering a CS-Link application and specific workflow for the business unit to which it was assigned.
* Developed and implemented training programs for their respective application.
* Participated in the workflow design and system build in order to gain the expertise necessary for success.
* Developed and maintained application training materials for both the trainers and the end-users.
* Trained other trainers within the organization, maintained policy/procedure documentation and facilitated training for new hires.
* Ensured that updates and new software releases were communicated and training was facilitated.
* Participated in any upgrade testing making upgrade modifications to the training materials.
* Primary training support contact for business unit leadership
* Coordinated all training questions and issues that arose during the project for each business unit
* Designed and delivered classroom training.

**Tucson Medical Center** May 2010-July 2010

*Epic Inpatient Training Consultant*

* EPIC Trainer for: CPOE, Order Entry Inpatient, Clin Doc, MAR (version 9), My Chart, and Stork.
* Responsible for one-on-one and group training of Healthcare professionals
* Developed and implemented Epic Training projects that involve complex business processes and systems. Supported go-live

**Promed-Integrated Clinical Systems** Sept 2009- May 2010

*Nurse Trainer/END, EPD, Go-Live, Interface, Order Outline*

* Developed and implemented curricular plans for multiple clinical training tracks with a focus on training users to integrate voice recognition capabilities within notes and other applicable areas of the EMR.
* Conducted training classes in support of developed materials.
* Participated in the preparation of effective instructional materials, training aids, handouts, evaluation forms, and visual aids for current and new courses.
* Assessed education strategies and the effectiveness of those strategies within the clinical care environment.
* Thorough understanding of technical hardware and software aspects of workstations; troubleshot a variety of deployments.
* Participated in 7/24 problem management support and resolution for clinical systems.

**Cleveland Clinic Weston Hospital** Jan 2008-Sept 2009

*Consultant/Analysis EMR Team Lead/Independent Contractor*

* Reserved time for clinic site visits requested by the EMR Team.
* Assisted in the assessment of clinic hardware.
* Taught RN, LPN and Physicians on implementation of Epic Care Inpatient. Ambulatory, Cadence, Resolute Professional Billing, CPOE, My Epic, My Chart, and Epic Lab
* Provided any requested information regarding staff roles and clinic-specific questions to the staff at hand.
* Knowledgeable in procedure, diagnosis, and medication preferences as well.
* Taught providers to begin compiling frequently used phrases and templates that they will use in documentation.
* Conducted one-on-one physician/nurse interface for Epic Go-live.

**Imperial Point Hospital, Physician Practice** Jan 2008-Dec 2009

**Holy Cross Hospital, Charge Entry Coordinator** May 2003-Dec 2008

*Consultant/Analysis EMR Team Lead/Medical Billing and Coding Specialist*

* Comfortable using a variety of computer programs/software to facilitate applications for billing which included:
  + EMD, EMR, EPIC RESOLUTE, OPT TIME.
* At ease in fast-paced, high stress situations with changing responsibilities.
* Ability to easily grasp and implement new ideas and concepts.
* Strong communication, interpersonal, analytical, administration, organizational, problem solving and leadership skills.
* Thrive in both dependent and independent environments with collaborative work.
* Identified coding errors (e.g., up coding, bundling/unbundling) and recommended correct coding of medical claims.
* Discussed complex coding issues with providers
* Interacted with physicians and Business Office to accurately code records for appropriate Reimbursement.
* Served as liaison between claims payment department and system configurations department.
* Coded, abstracted and analyzed inpatient and outpatient medical records using International Classification of Diseases, Ninth Revision (ICD-9) and Current Procedural Terminology (CPT) and codes accordance with regulatory agencies and hospital specific guidelines.
* Performed chart reviews as assigned.

References furbished upon request