

Alaina M. Deal, RN

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Summary

A self-motivated, dependable, hard-working nurse graduate with strong customer service, communication skills, flexibility, and versatility and the ability to keep calm under pressure. Diplomatic and tactful with patients and professionals at all levels.

Education

Carrington College, Mesquite, TX

Registered Nursing Associate Degree, August 2017

Carrington College, Mesquite, TX

Medical Assisting Diploma, January 2014

Everest College, Dallas, TX

Medical Administrative Assisting Diploma, December 2011

Skills

- Five plus years of customer service; proficient at conflict resolution and phone etiquette; Microsoft office
- Patient insurance verification and physician license verification; HIPAA certified and OSHA knowledgeable
- Usage of EMR systems: Medisoft, E-Medsys, EClinicalWorks, Kareo, Cerner, Athena, Care360, SuccessEHS, Centricity
- Patient vital signs; phlebotomy/injections; placing orders for labs & test; BLS/CPR & ACLS certified

Work Experience

Pine Creek Medial Center, Dallas, TX, February 2018 – Present

Registered Nurse

- Provide assistance and support to physicians for examinations. Assess patient treatment plans, evaluate and update patient progress reports. Administer medications as scheduled. Assist with ADLs. Observe, record and report change in patient symptoms and conditions. Provide support to nursing and other hospital staff as needed.

Baylor Medical Center at Uptown, Dallas, TX, June 2016 – February 2018

Student Nurse

- Assist patients with ADLs, provide basic nursing care to non-acutely ill patients and assists in maintenance of a safe and clean environment under the direction and supervision of the RN in charge. Maintain knowledge of patient care charts and patient histories, and patient interviewing skills. Perform standard clinical procedures according to established protocols. Perform routine invasive procedures, such as venipunctures, and EKGs.

Baylor Health, Plano - Dallas, TX, November 2014 – October 2015

Medical Assistant

- Greet patients as they enter the office, triage patients for the physician while verifying patient information and recording medical history, administer injections, perform EKG's and assist the physician with procedures as needed, import document in to the EMR.

Foremost Family Health Center at MLK, Dallas, TX, June 2014 – November 2014

Certified Medical Assistant

- Greet patients as they enter the office, obtain pre-certifications if needed, answer all incoming calls and direct them to the appropriate staff, maintain calendar and schedule patients for doctor visits, confirming purpose of visit, triaged patients for the physician while verifying patient information; recording medical history, administer injections, perform venipunctures and assist the physician with procedures as needed.

Apogee Physicians, Mesquite, TX, January 2013 – June 2014

Patient Information Coordinator

- Provide administrative support for the hospitalists on staff, create and distribute rounding list for day/night physicians and nurses stations, enter hospital census, verify insurance, enter ICD-9 and CPT codes, add new patients, verify room numbers, discharges, and assign patients to the physicians, update on-call schedule as necessary, visit patients with the Apogee brochure explaining how the Apogee Hospitalists work with the PCP; offer to assist with making PCP appointments upon discharge, gather documents from chart to file (H&P, Discharge Summary, Progress Notes, etc.), and additional duties as assigned.