**Shavonna Patterson**

**(972) 207-1604**

**missvon1@aol.com**

***Registered Certified Medical Assistant***

Over 10 years in the healthcare field working as a Registered Medical assistant assisting patients and customers with their healthcare needs. I also have over 2 years working with Dallas County monitoring inmates sentenced to correction and treatment centers.

**WORK EXPERIENCE**

**Gateway Corrections Dallas County January 2017 - Present**

***Direct Care Monitor***

Monitors and observes clients, ensures their safety and well-being, and provides motivational support and guidance to assist them in meeting therapeutic goals. Monitor clients in medication self-administration, while they are at recreation, while eating breakfast, lunch and dinner and while they are not in treatment groups. Supports treatment plans by scheduling and coordinating client transportation, assisting in planning client events. Collect urine samples from clients for laboratory screening and administer breathalyzer to clients for detection of alcohol use when they return back from an offsite appointment or as needed.

**Faith Family Residential Homes Feb. 2013 – Jan. 2017**

***Registered Medical Assistant***

Assist patients who have MHMR challenges by assisting in everyday activities. Cooked dinner and assisted them in bathing when getting ready for bed and ensure they take their night medications. Hourly checks at night to make sure everyone is sleeping well. Help keep calm patient suffering from schizophrenia and bipolar conditions. Assist feeding when patient is unable to feed themselves. Assist patients to doctor appointments and make sure medications are in stock by calling pharmacy for refills. Turn bedridden patients and change their diapers every two hours. Wake up each patient every morning and assist with getting them dressed, their medication, cooking a hot breakfast and having their bags packed and ready for van to pick them up for Adult day care.

**Nexus Recovery Center Dallas TX Oct. 2011 – Jan. 2013**

***Registered Medical Assistant/ Detoxification Tech***

Supervises detoxification of women admitted to Nexus. Supervise client self-administration of medication. Schedule client medical appointments, do hourly checks on each patient in detox and check vitals every 2 hours to ensure patient is detoxing well. Ensure each patient gets a clean pair of scrubs, bedding, towels and other necessities for their stay. Assist with the patient check in process by assigning rooms and thoroughly searching their belongings for drug paraphernalia.

**PARKLAND MEMORIAL HOSPITAL, Dallas, TX Feb. 2011 – Sept. 2011**

***Registered Certified Medical Assistant / Certified Phlebotomy Tech.***

Assisted Doctor with medical appointments of inmates confined to the Dallas County Jail. Main responsibilities included scheduling appointments for patients, preforming vitals on patients who suffer from blood pressure, and other health concerns that needed to be monitored. Used EKG on inmates complaining of chest pain, performed phlebotomy blood draws on patients suspected of alcohol or drug abuse and performed finger sticks twice daily on diabetes patients before meals to check blood glucose levels and administer insulin if needed. Cleaned and packed wounds on patients with various skin infections. Entered patient updates in EMR.

**BAYLOR UNIVERSITY MEDICAL CENTER Aug. 2008 – Feb. 2011**

***Registered Medical Assistant***

Call and schedule appointments for patients that are referred to pain center for pain management. Registered patients by verifying their insurance and demographics before their appointment date. Prepare charts and patient labels for admission. Print consents for patient to sign. Fax results of psychological assessments to referring doctors, also all billing reports to Health Information Management. Assisted physician by data entering all information pertaining to each patient visit in to centricity to include patient’s vitals, any updated information, past medical history and purpose for visit Input results of physical exam, diagnostic and procedural codes, medications prescribed quantity and duration of medicine.

**The Home Depot (Customer Contact Center)**

***Data Entry Clerk/ Inbound Customer Service* 2005 – 2008**

Created accounts and build quotes for Home Depot flooring department

Responsible for following through on special order and install sales from when job is sold until the installation is done and the customer is satisfied

Ensures the installation process has minimal or no time delays, proactively contacts customers to keep them informed of the status of install, any preparation required for install, and any other information regarding the order

**EDUCATION / CERTIFICATIONS:**

**NRCPT** – National Registered Certified Phlebotomy Technician; Remington College (2007)

**NRCMA** – National Registered Certified Medical Assistant; Remington College (2007)

**Certified Provider BLS/CPR-AED** - National Heart Association - Current

**COMPUTER SKILLS: -** Microsoft Word, PowerPoint, Excel, Outlook, Centricity, Epic, I core, all scripts

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