*NICHOLE FOSTER*

*Dallas TX, 75217 · (254)221-3026 · Nfoster1711@gmail.com*

HIGHLIGHTED CAREER ACHIEVEMENTS

***PROFESSIONAL EXPERIENCE****:*

*Rafell Cleaning and Caring Solutions October 2016 – Present*

*Medical Assistant (Aide)*

* Monitors patient condition by observing physical and mental condition, intake and output, and exercise.
* Supports patients by providing housekeeping and laundry services; shopping for food and other household requirements; preparing and serving meals and snacks; running errands.
* Assists patients by providing personal services, such as, bathing, dressing, and grooming.
* Helps patients care for themselves by teaching use of cane or walker, special utensils to eat, special techniques and equipment for personal hygiene.
* Helps family members care for the patient by teaching appropriate ways to lift, turn, and re-position the patient; advising on nutrition, cleanliness, and housekeeping.
* Records patient information by making entries in the patient journal; notifying nursing supervisor of changing or unusual conditions.
* Maintains a safe, secure, and healthy patient environment by following asepses standards and procedures; maintaining security precautions; following prescribed dietary requirements and nutrition standards;
* Updates job knowledge by participating in educational opportunities.
* Protects the home care agency by adhering to professional standards, home care policies and procedures, federal, state, and local requirements.
* Enhances service reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* Check Vitals, administer medication; injections as needed, wound care as needed.

*Ciox Health Nov. 2016 - 2017*

*Medical Records*

* Epic, Centricity, Micro MD, Athena Health, NextGen
* Audited Charts
* Pulled Patient Charts
* Scanned in patient missing information or documents
* Coordinated meetings at over 30 medical offices to demonstrate proper documenting
* Kept up and updated offices with new coding, and insurance guidelines
* Reviewed records for completeness and accuracy

(Resigned; Low Census)

*RMB Foot & Ankle Center, Duncanville, TX November 2013-October 2016*

*MA Asst. /Front Desk Receptionist*

* Assisted physician(s) in patient rooms
* Took vitals
* Documented results in patient charts
* Escorted patients to rooms, provided instructions, and answered questions and concerns
* Verified insurance providers and coverage by insurance
* Prepped rooms
* Needle sticks (Approximately 300)
* Reviewed lab reports
* Stocked supplies, and patient rooms
* Scheduled appointments and physicians/patient surgeries
* Provided courtesy/reminder calls to patients and outside physicians
* Answered telephones
* Assisted with other related clerical duties such as photocopying, faxing, filing and collating.

(Layoff; Practice closed due to physician relocated to New Mexico)

*State Farm, Irving, TX June 2013 – July 2015*

*CSR (Insurance Verification)*

* Took Inbound/Outbound calls
* Transferred by cold calling and warm calling
* Assisted and guided customers to assigned personnel
* Coordinated scheduling for adjusters to meet with client
* Sent documents through electronic fax, as well as phone faxes
* Took/made claims as well as issuing claim numbers and information regarding claims
* Contacted other insurance providers
* Verified insurance and policy holders

(Resigned; Schedule conflict with RMB)

*Memorial Hermann Cypress June 2012 – June 2013*

*Unit Secretary*

* Initiated, assembled, and maintained patient charts
* Input follow-up orders, doctor orders, and discharge paperwork
* Dealt with software systems and Microsoft systems
* Answered phones and directed calls in correct departments/patient rooms
* Input lab work and results into patients charts
* Able to communicate with patients, authorized patient representatives, coworkers, and physicians.

(Resigned; Relocated to Dallas)

*Sonic Drive - In (High School)​​​​​ August 2010 - May 2012*

*Asst. Manager / Carhop / Fountain*

* Served, cooked, and prepped food
* Opened/closed store(Key Holder)
* Ordered, and stocked inventory (As needed)
* Scheduled interviews
* Handled cash pin, and cash drops
* Managed sales, goals, and ratings

(Layoff; Sonic was bought out by new owner who already had staffing team)

*SKILLS*

Microsoft Software, Customer Service, Phlebotomy License

*EDUCATION*

Ralph H. Poteet High School – Diploma (May 2012)

PrimaMed – Phlebotomy Certification (2017)

MA Certification (2018)

*REFERENCES*

Available upon Request