Jo Ann McVea

[jomcvea@yahoo.com](mailto:mypinkpraise@gmail.com)

(214) 434-6494

**SUMMARY OF QUALIFICATIONS**

* Eager, reliable professional with more than 16 years Quality Customer Service and Health Care Experience.
* The ability to work well with others to accomplish common goals vital for a harmonious workplace.
* Able to work with time constraints and deadlines as well as managing time wisely.

**SKILLS**

* Epic Software-Health Care
* Meditech Software-Health Care
* Microsoft Word
* Proofreading
* Reading Comprehension
* Telephone Skills
* Type 70 WPM
* Active listening skills
* Courteous demeanor
* Energetic work attitude
* Telecommunication skills
* Adaptive team player
* Customer Service
* Data Entry
* Filing
* Grammar

**EXPERIENCE**

**Registration Representative-Bed Control 05/13/2002 to 10/15/18**

**Methodist Dallas Medical Center Dallas, TX**

* Collected accurate demographics from patient or designee and entered into Meditech & Epic Computer System
* Scanned patient’s Driver License and Insurance Cards
* Explained hospital literature as required
* Answered telephone, call lights and paged Doctors when relieving Clinical Secretary for breaks
* Assured proper identification of patient and placed correct ID bracelet on patient’s wrist
* Performed Downtime Procedures when necessary
* Cross trained and performed in all areas of admitting
* Attended Department Meetings, educational seminars, etc.
* Placed patients in clinically appropriate beds based on their level of required care. Assigned patients to beds based on **bed** availability, care needed, and patient type.

**Document Specialist 01/1988 to 11/2001**

**Alcatel Communications (formerly DSC Communications) Plano, TX**

* Managed quality communication, customer support and product representation for Engineers and Installers in the USA and other countries
* Promptly responded to general inquiries from staff and clients via mail, email and fax
* Worked under strict deadlines and responded to service requests and emergency call-outs
* Shipped Domestic and International documentation packages to Installers and Engineers via Fed Ex

E**ducation and Honors**

H. Grady Spruce High School Diploma

El Centro Community College

Certificate of Completion: Maximizing the Patient Experience, Age Specific Care, Enhancing Team Communication,

Infection Prevention, Risk Management, Supporting Breastfeeding (MDMC is Baby Friendly), Epic Overview of Patient Station for Access Users, Epic Overview of Registration in a Hospital Setting

GREAT Awards for compassion and encouraging patient and family members