

Nicole Fedyszyn

Health Informatics / Healthcare Administration

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Summary

Healthcare administrator with 8+ years of experience in pharmacy and optometry environments, specializing in EMR workflows, data accuracy, and patient coordination. Extensive hands-on use of Kroll, Healthquest, and optometric EMR systems for scheduling, billing, and clinical documentation. Currently completing NAIT's Digital Media & IT – Web Design & Development diploma (Dec 2025), gaining practical skills in databases, web applications, and data-driven systems. Organized, detail-oriented, and committed to improving efficiency and data quality in healthcare operations.

Skills

- EMR Systems: Kroll (extensive), Healthquest, Accuro (academic), Optometric EMRs
- Data & Reporting: Microsoft Excel, Data entry accuracy, Basic SQL/MySQL
- Compliance: Understanding of patient confidentiality and secure record handling
- Communication: Clear interpersonal skills, Cross-team collaboration

Education

Diploma - Digital Media & IT - Web Design & Development (in progress - Dec 2025)

Northern Alberta Institute of Technology - Edmonton, AB

Key coursework: Databases (MySQL), PHP web apps, UX/UI design, WordPress, Accessibility

Diploma - Office Administration - Health Services (2016-2018)

Georgian College - Barrie, ON

Experience

Pharmacy Assistant | London Drugs - Edmonton, AB | Feb 2022 - Present

- Operate Kroll EMR for prescription intake, billing, and vaccine scheduling through Healthquest.
- Ensure accuracy in patient data and insurance claims and coordinate refill requests.
- Maintain inventory records and reporting in Excel.

Optometric Assistant | The Optometrists' Clinic Inc. – Edmonton, AB | Jul 2020 - Feb 2022

- Managed scheduling, billing, and clinical documentation using optometric EMR systems.