

ROSALY MENDEZ
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Health Data Analyst with over 15 years of work experience in the healthcare setting. A self-starter who is motivated and looking to expand knowledge and skills by taking on new challenges and responsibilities.

SKILLS

- Well-spoken and articulate with excellent communication and interpersonal skills, for working/interacting with all levels of staff, diverse groups, and individuals.
- Strong analytical skills.
- Able to make decisions under time pressure as needed, based on available information.
- Excellent attention to detail to ensure accuracy in handling personal health information while maintaining confidentiality.
- Able to exercise tact and diplomacy and handle sensitive situations with patience, sensitivity and discretion.
- Knowledgeable in paper and electronic patient charts, including chart tracking and reservation system
- Familiar with medical terminologies and the EPR, ADT, QuadraMed, and Kroll systems.
- Works well in a team or individually with minimal supervision.
- Flexible and a fast learner.

EDUCATION

Health Informatics Technology, 2022
Centennial College, Toronto, ON

Health Information Technologist diploma, 2004
Red River College, Winnipeg, Manitoba

WORK EXPERIENCE

Sunnybrook Health Sciences Centre, St. John's Rehab Site Program Assistant, October, 2017 – June 2019

- First contact person responsible for responding to general enquiries from the public, patients, and all levels of staff.
- Provides clerical and customer service support to the Outpatient Services interdisciplinary health care team and other referring partners external to the department.
- Release of information to other treatment facilities, lawyers, and insurance companies.
- Patient registration and entering of client data into QuadraMed patient database
- Scheduling of treatment services which require coordination with multiple clinics/team members
- Assist clients in completion of forms and review orientation package with patients
- Facilitate and follow through with recommendations made in clinics (e.g. faxing treatment schedule, prescriptions, etc.)
- Compose, edit, and format correspondence and reports as needed

Sunnybrook Health Sciences Centre Health Data Analyst, December, 2004 – October, 2017

- Analyse medical records to ensure all standards for completion are met
- Process surgical daycare stays and ensure its timely submission for scanning
- Enter and update deficiencies in the Sovera system
- Provide customer service by assisting physicians and residents in the identification and completion of chart deficiencies
- Respond to telephone calls and redirects to appropriate area as required
- Retrieve charts for ER, clinics, and wards

References available upon request.