

Career Statement

Results driven professional with long-term experience in customer service within an environment that requires procedural practices, fast adaptation, confidentiality and exemplary attendance.

Key Competencies

- Patient Management
- Sensitive documents management
- Data Entry
- Compliance and accountability
- Working knowledge of computers
- Multi-line phone systems
- Team Supervision
- Cash Handling

Professional Education

California State University - East Bay Hayward, CA
Bachelors of Arts, Sociology May 2001

Our Lady of the Lake College Baton Rouge, LA
Master of Science, Nursing June 2004

Experience

August 2005 - Present
Kaiser Permanente Medical Center Oakland, CA

Unit Assistant

- Processes transfers/discharges electronically in conjunction with Discharge Coordinator, organizing transfers to skilled nursing facilities when necessary. Transcribe Doctors orders on Medication Administration Records, printing relevant sections of patient charts for updating and follow-up.
- Answer and appropriately route internal and external telephone calls throughout nurse's stations and floor units while assisting with updating of unit White Boards.
- Act as greeter for the unit, greeting new patients and their families. Help to facilitate co-pay collections by communicating with the Admitting office and relaying information to Admitting or to the patient/family, etc.

Feb 2000 - August 2005
Kaiser Permanente Medical Center Oakland, CA

Pharmacy Clerk

- Verified prescription refill requests by reviewing original prescription form and patient identification according to regulations and procedures, completing labels and provide medication literature.
- Maintained appropriate inventory of prescription medications consistent with established levels and storage procedures. Conducted periodic audits and notified supervisor of reordering requirements.
- Assisted supervisor in coordinating workflow and activities of Pharmacy Clerks; provided direction, guidance and assistance to ensure effective services based on patient volume and staffing.