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| --- | --- |
| Name: |   Carey Thomas |
| Phone: |   (573) 528-0215 |
| Email: |   careyidaho@rocketmail.com |
| Location: |   US-MO-Rolla-65401 () |
| Last Modified: |   5/29/2019 7:00:50 AM |

 Work History

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| --- | --- | --- |
| Company Name: |   PHELPS COUNTY REGIONAL MEDICAL CENTER | 12/01/2016 - Present |
| Job Title: |   Guest Relations Patient Liaison |
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| Company Name: |   GENERAL LEONARD ARMY COMMUNITY HOSPITAL | 02/01/2015 - Present |
| Job Title: |   Medical Support Assistant, Operation Room |
|  |
| Company Name: |   GENERAL LEONARD ARMY COMMUNITY HOSPITAL | 02/01/2011 - 02/01/2015 |
| Job Title: |   Orthopedic &amp; Podiatry Clinics Secretary |
|  |
| Company Name: |   GENERAL LEONARD ARMY COMMUNITY HOSPITAL | 06/01/2005 - 02/01/2011 |
| Job Title: |   Medical Support Assistant, Physical Therapy |
|  |

 Education

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| --- | --- | --- | --- |
| School: |   COLLEGE OF SOUTHERN IDAHO - Twin Falls, Idaho | Graduation Date: |  |
| Major: |    |
| Degree: |   Associate Degree |

 Additional Skills And Qualifications

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| Recent Job Title: |    Guest Relations Patient Liaison | Recent Wage: | 0 per  |
| Security Clearance: |   No |  |  |

 Desired Position

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| --- | --- | --- | --- |
| Desired Wage: |    per  | Desired Employment Type: |  |
| Desired Travel: |    |   Desired commute: |  |
| Desired Relocation: | No |  |

 Resume

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| --- |
| Carey Thomas136 Harvick Circle Cabot, Arkansas 72023 (573) 528-0215 careyidaho@rocketmail.comSkills Summary Time management and Advanced office and Maintain multiple files andrecord keeping computer skills recordsexperience. Highly organized Excellent professional Implement and maintain Accurate record standardsemployer/employee work keeping Long term experience withschedules Excellent customer front office and administrative Database management service operationsProfessional ExperienceCUSTOMER SERVICE/SCHEDULING/PROBLEM SOLVINGHourly visits on 26 bed Emergency Room averaging 60 patient encounters per shift ensuring patientsatisfaction and quality of care.Ability to meet demand under presseure in a high paced environment.Works as liaison with staff and patients to prevent patient complaints or grievances.Keeps patients informed of changes or delay in care due to other critical situations.Created, managed and maintained 9 Surgeons and 2 PAs surgical, clinical and on-call schedules.Overseen office operations and provide impeccable customer service.Supported clinical operations with 2000+ patients a month and 16 providers.Coordinated, schedule appointments, arrange meetings or conferences and monitor schedules foravailability, conflict or time constraints.Advised management of adverse trends with recommended solutions.Alter schedules to accommodate emergency situations.Coordinate closely with other departments or entities to achieve daily goals and standards.Deliver and prepare recommendations for process improvements.COMMUNICATION: REPORTS/RECORD KEEPING/DOCUMENTATIONCreate, coordinate, distribute schedules, rosters, documentation and information.Prepare, coordinate, review, assemble and request forms and records.Request needed documentation, forms and information from other entities noting time and suspensedates.Maintain, update a variety of files, records and reference material.Assist customers or staff in completing proper forms and explain significance of completion of forms.Review, download, manage and distribute daily and monthly consults, reports and information.Use various software to create database files, retrieve, prepare and maintain reports or rosters anddevelop forms.ORGANIZATIONTracked, recorded, updated required training for 20 member operating room. Assisted and taughtpersonnel in completing required training and time keeping .Verify information, assure forms, documentation and preliminary work is completed prior toappointment or meeting.Detailed oriented with foundation of cross checking all work and references.Manage all aspects of day-to-day operations of administrative and front desk business areas.Created, updated and maintained standard of procedure manuals and personnel rosters for front deskand clinical operations for four departments.Created forms and schedules to improve patient and work flow.Requisitioned supplies and equipment.Employment HistoryPHELPS COUNTY REGIONAL MEDICAL CENTER - Rolla, MissouriGuest Relations Patient Liaison, December 2016 to PresentGENERAL LEONARD ARMY COMMUNITY HOSPITAL - Fort Leonard Wood, MissouriMedical Support Assistant, Operation Room, February 2015 to PresentGENERAL LEONARD ARMY COMMUNITY HOSPITAL - Fort Leonard Wood, MissouriOrthopedic &amp; Podiatry Clinics Secretary, February 2011 to February 2015GENERAL LEONARD ARMY COMMUNITY HOSPITAL - Fort Leonard Wood, MissouriMedical Support Assistant, Physical Therapy; Orthopedic &amp; Podiatry Clinic, June 2005 toFebruary 2011EducationCOLLEGE OF SOUTHERN IDAHO - Twin Falls, IdahoAssociates Degree in AccountingGPA: 3.5/4.0Computer Skills Composite Health Care System U.S. Dept. of Military Health System Armed Forces Health Longitudinal S3 Surgery Scheduling SystemTechnology Application Dept. of Defense Automated Time Microsoft Office Products Attendance and Production System Microsoft Outlook Computer, multiline phone and faxReferencesPenny Jones, Assistant Director, Organizational Development, Phelps Health, Rolla MO.573-458-7902 pejones@phelpshealth.orgSandra White, Registered Nurse, Operating Room, General Leonard Wood Army Community Hospital, Ft.Leonard Wood, MO.573-201-7505 sandra.d.white28.civ@mail.milJessica Erwin, Registered Nurse, Cardiology, University of Missouri Health Care. Columbia, MO.573-718-1778 jessie.k.erwin@gmail.comTrishia Emrick, Lead Customer Service Liaison, Phelps Health. Rolla, MO.573-314-943-6457 temerick@phelpshealth.org |