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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 | |
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| Company Name: | GENERAL LEONARD ARMY COMMUNITY HOSPITAL | 02/01/2011 - 02/01/2015 |
| Job Title: | Orthopedic &amp; Podiatry Clinics Secretary | |
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| Company Name: | GENERAL LEONARD ARMY COMMUNITY HOSPITAL | 06/01/2005 - 02/01/2011 |
| Job Title: | Medical Support Assistant, Physical Therapy | |
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 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 Thomas 136 Harvick Circle Cabot, Arkansas 72023 (573) 528-0215 careyidaho@rocketmail.com  Skills Summary  Time management and Advanced office and Maintain multiple files and record keeping computer skills records experience. Highly organized Excellent professional  Implement and maintain Accurate record standards employer/employee work keeping Long term experience with schedules Excellent customer front office and administrative  Database management service operations  Professional Experience CUSTOMER SERVICE/SCHEDULING/PROBLEM SOLVING Hourly visits on 26 bed Emergency Room averaging 60 patient encounters per shift ensuring patient satisfaction 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 for availability, 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/DOCUMENTATION Create, 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 suspense dates. 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 and develop forms.  ORGANIZATION Tracked, recorded, updated required training for 20 member operating room. Assisted and taught personnel in completing required training and time keeping . Verify information, assure forms, documentation and preliminary work is completed prior to appointment 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 desk and clinical operations for four departments. Created forms and schedules to improve patient and work flow. Requisitioned supplies and equipment.     Employment History PHELPS COUNTY REGIONAL MEDICAL CENTER - Rolla, Missouri Guest Relations Patient Liaison, December 2016 to Present  GENERAL LEONARD ARMY COMMUNITY HOSPITAL - Fort Leonard Wood, Missouri Medical Support Assistant, Operation Room, February 2015 to Present  GENERAL LEONARD ARMY COMMUNITY HOSPITAL - Fort Leonard Wood, Missouri Orthopedic &amp; Podiatry Clinics Secretary, February 2011 to February 2015  GENERAL LEONARD ARMY COMMUNITY HOSPITAL - Fort Leonard Wood, Missouri Medical Support Assistant, Physical Therapy; Orthopedic &amp; Podiatry Clinic, June 2005 to February 2011  Education COLLEGE OF SOUTHERN IDAHO - Twin Falls, Idaho Associates Degree in Accounting GPA: 3.5/4.0  Computer Skills  Composite Health Care System U.S. Dept. of Military Health System  Armed Forces Health Longitudinal S3 Surgery Scheduling System Technology Application Dept. of Defense Automated Time  Microsoft Office Products Attendance and Production System  Microsoft Outlook Computer, multiline phone and fax     References  Penny Jones, Assistant Director, Organizational Development, Phelps Health, Rolla MO. 573-458-7902 pejones@phelpshealth.org  Sandra White, Registered Nurse, Operating Room, General Leonard Wood Army Community Hospital, Ft. Leonard Wood, MO. 573-201-7505 sandra.d.white28.civ@mail.mil  Jessica Erwin, Registered Nurse, Cardiology, University of Missouri Health Care. Columbia, MO. 573-718-1778 jessie.k.erwin@gmail.com  Trishia Emrick, Lead Customer Service Liaison, Phelps Health. Rolla, MO. 573-314-943-6457 temerick@phelpshealth.org |