

# Rachel Mungin

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Skilled Medical Assistant with over 15 years of experience providing patient care under direct supervision of physicians and registered nurses. Built relationships with patients to facilitate quality of care and reduce stress in a hospital or clinic environment. Improve patient outcomes through education and training on diagnosis, treatments, and physicians orders.

## Work Experience

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### **Certified Medical Assistant (CMA)**

Ascension/ Mssi - Milwaukee, WI

January 2022 to Present

Contract worker assigned to Podiatry and Surgery

### **Phlebotomy Instructor**

MR Learning - Salt Lake City, UT

March 2017 to Present

- Delivered instruction to 25 phlebotomy students on best practices and phlebotomy sciences
- Improved student's learning outcomes 90% by conducting regular assessments and devising customized learning plans to ensure understanding of concepts and practices
- Achieved 100% compliance with all school standards and protocol

### **Lab Manager**

Loyal Source - Fort McCoy, FL

July 2021 to January 2022

Created Lab from scratch for the Humanitarian Aid for Afghan Refugees. Coordinated Lab services with three labs. Trained staff on Policy and Procedures. Became the Go to person on Communicable Diseases. Reported to State Health Department. Arranged 200 to 500 draws for our Guests. We had to do prenatal tests as well titers for immune status. Assisted on organizing Mass Blood draw for INS paper work of 13000 guests.

### **Certified Medical Assistant (CMA)**

Mssi/ Door County Medical Center - Sturgeon Bay, WI

June 2020 to December 2020

Contract worker worked Family Medicine and Internal Medicine

### **Certified Medical Assistant (CMA)**

MSSI - Eau Claire, WI

May 2019 to December 2020

- Recruited to provide healthcare support to 25-30 patients per day for Internal Medicine and Family Practice as a travel CMA assigned to Marshfield Medical Center Internal Medicine and Door County Medical Center

- Improved patient outcomes by accurately performing triage and vital signs during appointments
- Earned positive feedback and promoted patient satisfaction by building a rapport and utilizing active listening skills
- Achieved 100% compliance with all COVID-19 precautions, safety policies, and cleaning protocol

### **Rapid Response Covid 19, Sacramento,CA**

Healthsource Global - San Diego, CA  
January 2020 to June 2020

Temporary Assignment UC Davies Covid 19 Testing.

### **Medical Assistant and Certified Phlebotomist**

Huffmaster Crisis Response, LLC - CA  
October 2018 to October 2019

- Brought on board to provide on-call phlebotomy and medical assistant services to 30-40 patients per shift receiving crisis intervention services
- Provided a calm demeanor in high stress situations to encourage a trust and compliance in patients
- Utilized the Electronic Medical Record to chart patient's vitals, assessments, and progress

### **Medical Assistant III**

University of Utah Healthcare - Salt Lake City, UT  
April 2016 to July 2018

- Prepared 25 patients per day to meet with physicians and other healthcare providers by taking vitals signs and patient's medical histories
  - Collaborated with other healthcare providers including physicians, nurses, and therapists to ensure patient's care plan and treatment plan were carried out
- Filled in as Lab Manager for Family practice.
- Provided education and resources to patients and families on diagnosis, treatments, and therapies

### **Autotransfusionist**

Hemasource - Durango, CO  
October 2014 to September 2015

- Performed 200 blood collections per month and followed collection protocol mandated by the blood bank
- Instrumental in facilitating emergency blood transfusions including cross matching samples and procuring appropriate blood types
  - Developed a strong reputation for providing, quick, efficient, and accurate service. Prepared Platelet rich Plasma for patient before Surgery .Assisted in Surgery by Operating the Auto Transfusion Machine (Cell Savor). Prepared Patients blood collected during surgery and prepared it to give back to patient.

### **Medical Assistant**

Duchesne Valley Medical Center - Duchesne, UT  
July 2007 to March 2009

- Prepared patients for examinations, sterilized medical instruments, cleaned examination rooms, and operated testing equipment
- Developed a positive rapport with patients to promote a calm and trusting environment
- Utilized the Center's electronic medical records (EMR) system to accurately chart patient's vitals, assessments, complaints, and progress

## Skills

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- Electronic Medical Records
- Epic
- Phlebotomy
- Patient Care
- Vital Signs
- Venipuncture
- Scheduling
- Medical Office Administration
- ICD-10 Coding
- Medical Terminology
- Triage
- Insurance Verification
- Pharmacy Operations
- Charting
- Sterilization Techniques
- Infection Control Standards

## Certifications and Licenses

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**Certified Phlebotomy Technician**

**First Aid Certification**

**EKG Certification**

**Certified Medical Assistant**

**CCMA Certification**

**CPR Certification**

**BLS Certification**