Michelle Hicks

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michelle\_hicks\_rn@yahoo.com

Dedicated, patient-focused, and high performing Registered Nurse with

proven strengths in patient care and advocacy. 10+ years experienced in

assessment, treatment, referrals, patient education, and telephone triage.

Skillful capacity to multi-task, manage numerous priorities with ease and

foster the implementation of quality patient care. Proficient interpersonal and

communication skills, superior accuracy in patient history, charting, and

other documentation.

SKILLS

 Strong clinical judgement

 Preceptor

 High level of autonomy

 Problem resolution capability

 Professional bedside manner

 Adept at prioritizing/managing

deadlines

 Patient and family advocacy

 Thorough assessments

LICENSURES

Registered Nurse (RN, BSN) - States: MO, MN, CA, MI, IL, NJ, DC, NY, FL, AK, AL, WY,

GA, NV, VT, PA, HI, OH, IN, WV, LA, CT, OR, KS, WA

EDUCATION

2006

ASSOCIATES OF SCIENCE, NURSING

Southwestern Illinois College- Belleville IL

2009

BACHELOR OF SCIENCE, NURSING

Chamberlain School of Nursing- St. Louis, Mo

GPA: 4.0

EXPERIENCE

NOVEMBER 2013-CURRENT

TELEPHONE TRIAGE CARE ADVISOR RN, REMOTE POSITION

CARENET HEALTHCARE SERVICES- SAN ANTONIO TX

o Provide care to pediatric, adult, geriatric, and OB patients.

o Responsible for care of patients with variety of diagnosis

and symptoms.

o Perform initial health assessment, triage symptoms, give

disposition, care advise, referrals, assist with case management

o Provide patient education regarding symptoms,

medications, medical procedures.

o Experience with various medical conditions.

o Authorized medication refills and provided detailed

prescription information to pharmacies.

o Develop patient care plans, including assessments,

evaluations and nursing diagnoses.

o Assist fellow nurses as Resource Nurse.

o Assist as Charge Nurse to run the Q and guide fellow

nurses.

o Precept incoming new hire nurses and assist in training

classes

MAY 2011-OCTOBER 2013

PEDIATRIC TELEPHONE TRIAGE NURSE AND STAFF NURSE

ST. JOHN’S MERCY MEDICAL GROUP

o Performed initial medical history and assessments on

infants, children and adolescents.

o Performed wound care, dressing changes, staple and suture

removal.

o Provided patient care and education regarding medical

diagnosis, medication, treatments, procedures, and follow up

instructions.

o Conducted mandated health screenings, physicals and

special education assessments.

o Injections and medication administration.

o Performed telephone triage to patients using Barton

Schmitt Protocol.

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o Communicated with hospitals, home health agencies, other

health care providers and pharmacies.

o Authorized drug refills and provided detailed prescription

information to pharmacies.

o Developed patient care plans, including assessments,

evaluations and nursing diagnoses.

o Routinely retracted patient throat cultures, wound cultures,

nasal cultures, stool cultures, urine samples, pregnancy test, and

other labs. Prepared labs for submission.

o Assessed need for, ordered, obtained and interpreted

appropriate lab tests. Communicated lab results to patients.

o Assisted doctors with non-invasive procedures.

o Performed monthly inventory and maintained office and

medical supply counts.

o Strong leader for other nursing personnel assigned.

o Trained new staff on all procedures.

JULY 2006- MAY 2011

PEDIATRIC TELEPHONE TRIAGE NURSE AND STAFF NURSE

DR. DAVID NORMAN PEDIATRIC OFFICE

o Performed initial medical history and assessments on

infants, children and adolescents.

o Performed wound care, dressing changes, staple and suture

removal.

o Provided patient care and education regarding medical

diagnosis, medication, treatments, procedures, and follow up

instructions.

o Conducted mandated health screenings, physicals and

special education assessments.

o Injections and medication administration.

3

o Performed telephone triage to patients using Barton

Schmitt Protocol.

o Communicated with hospitals, home health agencies, other

health care providers and pharmacies.

o Authorized drug refills and provided detailed prescription

information to pharmacies.

o Developed patient care plans, including assessments,

evaluations and nursing diagnoses.

o Routinely retracted patient throat cultures, wound cultures,

nasal cultures, stool cultures, urine samples, pregnancy test, and

other labs. Prepared labs for submission.

o Assessed need for, ordered, obtained and interpreted

appropriate lab tests. Communicated lab results to patients.

o Assisted doctors with non-invasive procedures.

o Performed monthly inventory and maintained office and

medical supply counts.

o Strong leader for other nursing personnel assigned.

o Trained new staff on all procedures

o After hours on call triage nurse

REFERENCES

 Andrea Robbins RN Team Lead-Carenet (210) 324-6559

 Noel Hamilton Nurse Manager-Carenet (210) 385-7879

 Erin Smith Staff Nurse- Carolina E. Physicians (252) 717-9508

 Heather Heck RN -Dr. Norman's office (618) 972-6573