**Claudia R. Sanchez**

San Antonio, TX 78245

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**Summary of Qualifications**

* Dedicated Registered Nurse with specialty experience in the Emergency Room setting.
* Reliable, ethical healthcare provider with the ability to stay calm and intervene during crises, facilitate groups and collaborate on multidisciplinary teams.
* Proven ability to build positive relationships with patients, family members, physicians and other medical professionals.
* Excellent in listening and communicating with others to ensure proper and effective services. A team player and relates well with others. Very responsive to concerns and driven to provide the best results.

**Education / Certifications**

**Associate of Applied Science in Professional Nursing,** Baptist School of Health Professions, San Antonio, TX — **September 2016 - May 2018**

* Currently CPR, BLS, ACLS, PALS TNCC Certified

**Associate of Arts in Liberal Arts,** Northwest Vista College, San Antonio, TX — **December 2013**

**Professional Experience**

**Registered Nurse, ER Complete Care Emergency Room January 2021 to Present**

* Collaborate with doctors to solve patient's issues
* Monitor all patients under care
* Administer medicine to patients
* Juggle multiple patient cases at once
* Perform diagnostic tests on patients
* Provide excellent customer service

**Registered Nurse, ER Christus Santa Rosa,** San Antonio, Texas **January 2020 to March 2021**

* Collaborate with doctors to solve patient's issues
* Monitor all patients under care
* Develop a plan of care for a patient
* Administer medicine to patients
* Juggle multiple patient cases at once
* Perform diagnostic tests on patients
* Follow all hospital regulations

**Registered Nurse, ER Southwest General Hospital,** San Antonio, Texas **July 2018 to January 2020**

* Effectively communicated with patient using therapeutic techniques.
* Performed head to toe assessments of patients to obtain baseline, conducted hourly rounding to address any patient concerns including pain toileting, position, belongings.
* Provided education on medications patient being administered to the patient and provided teaching on discharge instructions.
* Administered medications order by the Physician including oral, topical, injections and on IV pumps.
* Continuous monitoring and care of patient, and collaborated care with other members of patient’s team.

**Patient Access Specialist, Emerus,** San Antonio, Texas **August 2013 to June 2018**

* Demonstrate knowledge of customer service principles.
* Experience in handling over 20 patients a day and advising them of their financial responsibilities.
* Verify customer eligibility, obtain demographic, insurance and financial information.
* Obtaining and storing confidential information.
* Listening and answering patient questions/concerns and directing them to the proper department.
* Coordinate Memorandum of Transfer for patient need to be transfer to higher level of care.

**Registrar, Methodist Hospital,** San Antonio, Texas **November 2006 to August 2013**

* Assist in handling administrative duties including answering phones, taking messages, email correspondence and greeting patients.
* Registered patients into computer systems, obtained demographics and consent signatures from patients. Verify insurance benefits and collect payments at time of service.
* Handle internal communications and help maintain confidential patient files.
* Communicate with patients and assist in answering their questions.