### Experience

Logo

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Vickie Hernandez

License Practical Nurse  
License number: 326602

# Summary

Former LPN Charge Nurse at a Long-Term Care Facility. Reliable LPN with a strong ability in effective communication and critical thinking skills. Offering compassion, empathy, and patience. Highly organized, proactive, and punctual with team-oriented mentality.

## Skills & Abilities

Active listening, Relationship building, People skills, PPE use, Time management, Trustworthy, Organization, Fluent in Spanish, Effective communication, Working collaboratively, Team management, Friendly, positive attitude, Microsoft Office, Excel, Word, and PowerPoint.

## Vitals

228 E North Ave

Antigo, WI 54409

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#### Crossroads Care Center - Worthington, Mn

##### LPN Charge Nurse

##### 07/20/2020- 07/01/2021

Administered medications and monitored residents for side effects and supporting cares. Supervised and delegated CNAs. Addressed resident care needs, collected vitals, dressed wounds, and managed catheters. Checked in on residents after breakfast and lunch to record food and fluid intake and output, taking measures to promote healthy levels as needed. Evaluated patient care procedural changes for effectiveness and made necessary adjustments. Charted behavioral changes in residents and discussed concerns with nursing staff and the DON. Administered medications and therapies in accordance with physician’s orders to residents. Communicated effectively with resident’s family to explain changes of medication. Provided behavioral and emotional support and closely supervised residents suffering from Dementia, Alzheimer’s, and Parkinson’s Disease. Utilized computerized Electric Health Record (HER) system.

#### Sanford Health Clinic - Worthington, MN

##### Patient Access Representative

##### 05/31/2016- 07/14/2020

Verified demographics and insurance information to register patients in computer system. Obtained necessary signatures for privacy laws and consent for treatment. Documented and managed patient information using EPIC. Scheduled patient appointment and procedures with EPIC. Applied HIPPA Privacy and Security Regulations while handling patient information. Processed patient responsibility estimate determined by insurance at pre-registration. Updated reference materials with Medicare, Medicaid, and Third-party payer requirements, guidelines, policies, and list of accepted insurance plans. Checked claims for errors, corrected issues, and mailed out promptly. Coordinated between patients and healthcare professionals to meet patient needs and satisfaction. Scheduled and confirmed patient appointments with patients and health care professionals. Assisted patients in filling out check- in and payment paperwork. Attended monthly meeting to discuss concerns or problems to provide a better outcome for staff and patients.

#### We Care Daycare - Worthington, MN

##### Teachers aide

##### 06/2013- 05/31/16

Supervise the classroom when the teacher is out of the room and educate children in a childcare environment. Assists with serving meals/snacks, toileting, changing diapers, and hand washing. Attend staff meetings, training, and open house. Perform general housekeeping tasks. Greets parents and children. Collect payments. Help mail out billing statements. Treat each child with dignity and respect. Use a confident, firm tone of voice in handling behavioral problems. Speak at eye level with the child. Reports any medical problems and accidents to other staff and the parents and files an incident report. Knows the procedures for reporting child abuse and/or neglect to the appropriate authorities. Observes the classroom, classroom supply areas, playground area, and equipment for hazards and keeps the areas neat and sanitary. Participates in fire drills and tornado drills and knows the primary and secondary evacuation. Ability to cope with a stressful environment. Ability to speak clearly so that it is understandable to the listener.

### Education

#### Minnesota West Community and Technical College – Worthington, MN

##### Practical Nursing: Nursing 05/2020

#### Minnesota West Community and Technical College – Worthington, MN

Associate in Arts in Liberal Arts & Sciences: Liberal Arts and General Studies 12/2015

#### Worthington High school – Worthington, MN

Diploma 07/2013

### Accomplishments

Conversational Spanish for Nurses 08/26/2019- 09/23/2019

### Certifications

BLS Provider 07/28/2020 – 07/2022

### State of wisconsin License

License Number: 326602 Effective Date 07/21/2021 – Expiration Date 04/30/2023

### REFERENCES

**Marissa Marten, RN, DON**

Crossroads Care Center - Worthington, MN

507-376-5312

[mmarten@worthingtonnh.org](mailto:mmarten@worthingtonnh.org)

**Julie Gerber, Patient Access Supervisor**

Sanford Worthington Clinic - Worthington, MN

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**Dr. Dawn Gordon, Dean of Science and Nursing**

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**Amy Khamphanh, Career Specialist**

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