



Paula Fracica

Professional Summary

Bilingual (English/Spanish), motivated Registered Nurse with over 9 years of healthcare experience bringing demonstrated clinical expertise, leadership skills, and technical knowledge. Proactive individual focused on delivering patient-centered care using strong interpersonal abilities.

Work History

BioReference Laboratories Inc - Certified Phlebotomy Technician

PSC – Ossining, NY / Nursing Home – Brewster, NY

06/2016 - 08/2019

- Greeted and assisted over 30 patients daily in a timely and courteous manner by interacting professionally in a cultural-diverse environment, fostering cultural competence and effective communication.
- Gathered and documented patient health information by accurately identifying clients using two-patient identifiers, ensuring patient safety, and reducing harmful outcomes.
- Collected, labeled, processed, and packaged an average of 100-120 laboratory specimens daily in alignment with regulatory compliance by maintaining appropriate sample stability and reducing erroneous results affecting patient care.
- Verified completion of appropriate consents and pre-authorizations forms prior to procedures, exercising ethical and legal obligations as a healthcare provider, and guaranteeing a collaborative decision-making process for patients.
- Ensured sterile work environment by adhering to all infection control standards through diligence in handling and disposing of biohazard materials as needed, effectively protecting patients, and reducing environmental infection rates.

Integrated Medicine of Mount Kisco - Medical Assistant

Private Clinic - Mount Kisco, NY

07/2014 - 05/2016

- Collaborated with healthcare team members in coordinating patient care for an average of 15-20 patients daily by performing assessments and screening procedures in preparation for examinations, procedures, or treatments, delivering better patient outcomes and optimizing patient experiences.

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☎ (914) 505-0284

📍 Mahopac, NY 10541

Skills

- Bilingual (English / Spanish)
 - Patient Care
 - Patient Education
 - Medication Administration
 - Medical Terminology
 - Customer Service
 - Leadership
 - EMR Systems (Practice-Fusion, Mindbody, Dentrrix)
 - Records Management
 - Data Entry
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Certifications & Licenses

- **Registered Nurse (RN) – NYS**
2021 (No. 823009)
 - **AHA - ACLS**
2021 (No. 215404972917)
 - **AHA – PALS**
2021 (No. In Progress)
 - **AHA - BLS**
2021 (No. 215414865004)
 - **NHA - CPT / Phlebotomy**
2014 (No. K2D4Y2J5)
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- Assisted providers with assessments and procedures such as vital signs, EKGs, phlebotomy, IV preparations, and operating medical equipment including hyperbaric chambers, BMD scans, and chelation infusion pumps by following appropriate protocols and maintaining infection control practices, ensuring the safety and welfare of patients and staff.
- Collected, documented, and updated patient health information into EMR systems (Mindbody / Practice-Fusion) by following data safety measures, protecting sensitive and identifiable information, and preventing potential harm.
- Supervised and maintained quality control standards for medical equipment and the facility by performing periodic checks on products and supplies, minimizing waste, and increasing productivity.
- Promptly reported and documented critical results and coordinated care to meet patient needs by efficiently supporting a need for corrective action, protecting patients from avoidable harm or life-threatening events.

Galleria Mall Dental, PC - Dental Receptionist

Patient Center - White Plains, NY

09/2012 - 06/2014

- Provided professional and individualized customer service to approximately 90 patients daily from a patient-centric perspective, identifying individual needs and care plans, fostering an environment of trust and empathy.
- Performed clerical duties such as bookkeeping, scheduling appointments, maintaining and updating health records, filing, and completing insurance verifications by allocating and accomplishing tasks to promote workplace productivity and performance.
- Coordinated patient care by following treatment plans and communicating with dental laboratories for tracking of dental appliances, ensuring accurate scheduling and efficient services.
- Advocated and educated patients through effective communication by discussing their concerns and attending their needs, promoting understanding and adherence to care plans.

Education

- **Bachelor of Science in Nursing**
Concordia College - 2021
Bronxville, NY
- **Bachelor of Science in Biology,
Minor in Psychology**
SUNY Purchase College – 2018
Purchase, NY