

Tiffany Miller

RN (Progressive Care Unit)

Roanoke, VA 24019

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Progressive Care Unit, Med/Surg/Tele, Mental Health, Covid Nights or Days

To obtain a position that will enable me to use my strong organizational skills and educational background. I'm seeking an employer who can offer diversity. I offer a successful work history and strong communication skills. I am self motivated and can work independently as well as be a team player in order to get the job done.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

RN Progressive Care Unit and HCI (COVID unit)

Department of Veteran Affairs VA Medical Center - Salem, VA

May 2017 to Present

Skilled in patient assessment with the ability to communicate appropriate concerns regarding patient's conditions based on a sound theoretical and technical basis. Maintains confidentiality of electronic, written and/or verbal patient/employee information. Demonstrates working practices that include adherence to Infection Control standards and the safe use and operation of equipment. Evident knowledge and skills to effectively apply all aspects of nursing process within a collaborative, interdisciplinary setting. Demonstration of knowledge and skills necessary to provide care appropriate to the age related needs of patients. Manage computerized documentation, medication administration, and team leadership responsibilities. Other duties include patient and family education, interdisciplinary participation with discharge planning, and other duties as assigned. Skilled in patient assessment with the ability to communicate appropriate concerns regarding patient's conditions based on a sound theoretical and technical basis. Interpret cardiac arrhythmia and administer appropriate drugs per physician orders.

RN Case Manager

Advanced Health Services - Roanoke, VA

March 2017 to March 2019

Provides clinical services within the scope of practice, as defined by the state laws governing the practice of nursing, in accordance with the plan of care, and in coordination with other members of the health care team. Makes the initial and/or comprehensive nursing evaluation visit, determines primary focus of care, develops the plan of care within State specific guidelines, and submits accurate, complete, and timely documentation, per policy. Regularly evaluates and re-evaluates (as warranted by changes in condition but at least every 60 days) the patient's nursing needs. Performs patient comprehensive assessments at designated time points and develops the appropriate POC, in collaboration with physician orders. Ensures patients meet home health eligibility and medical necessity guidelines as defined by payer source. Initiates, develops, implements and makes necessary revisions to the plan of care in collaboration with the physician and other health care professional's involved in care. Makes referrals to

other disciplines, as indicated by patient's assessed need. Responds to outcome coordinator/coder and Patient Care Manager requests for clarification to OASIS assessments on the same day that the request for more information is sent.

RN (Progressive Care Unit)

Carilion Clinic - Roanoke, VA

July 2015 to May 2018

Provide direct patient care while delivering quality nursing care to a culturally diverse population with complex needs. Effective at working independently and within a team structure. Demonstrate excellent assessment skills, and effective organizational skills. Demonstration of high level of personal and professional accountability and the ability to be self-directed. Able to communicate appropriate concerns regarding patient's conditions based on a sound theoretical and technical basis and by performing a skilled assessment. Safely use and operation of equipment by following infection control protocols. Manage computerized documentation and medication administration. Act as a responder/resource for codes and other medical emergencies.

ED Registrar

PARALLON - Salem, VA

June 2014 to May 2015

Interview patients at workstation or bedside to establish patient accounts, verify insurance coverage, obtain pre-certifications and necessary signatures for consents. Explain policies regarding services, charges, insurance billing, and payment of account. Calculate and collecting patient co-payments. Answer questions of patients and family members; work with physicians, ancillary departments, and business office to provide necessary information and documents. Price, key and detail patient charges.

Patient Services Representative

LIBERTY MEDICAL - Salem, VA

December 2010 to May 2013

Answer and respond to patient inquiries through inbound and outbound calls. Request insurance verifications, pre-authorizations, and doctor orders for supplies by faxing documents. Communicate with insurance companies and pharmacy benefit managers regarding errors with a patient's order. Assisted trainers by providing on the floor training to new hires. Partnered with supervisors and senior representatives to aid other representatives through coaching and development. Retrieve reports and export them into spreadsheets and delegate out work.

Consumer Sales and Service Consultant

VERIZON COMMUNICATIONS - Roanoke, VA

December 2003 to March 2010

Receive incoming calls from customers. Use problem solving and critical thinking skills to assist customers with issues they have with bills or products they subscribe to. Assist customers by placing orders for new services or removal of services and recommend new services that may be in need. Use multitasking skills to solve customer issues and recommend new products in an efficient yet timely manner.

Education

AAS in Nursing

Virginia Western Community College - Roanoke, VA

2013 to 2015

Berea College - Berea, KY

2000 to 2003

Diploma in International Baccalaureate Certificate

William Fleming High School - Roanoke, VA

1996 to 2000

Nursing Licenses

RN

RN

Skills

- RN
- Med Surg
- Home Health
- Medication Administration
- Critical Care Experience
- Infection Control Training
- Nursing
- Case Management
- Experience administering injections
- Epic
- Basic IV
- Hospital Experience
- EMR Systems
- Anatomy Knowledge
- Medical Billing

Certifications and Licenses

BLS Certification

ACLS Certification

BLS Certification

Additional Information

Skills

- Microsoft Works
- Microsoft Word
- Power Point