

Jodie Lancour

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To obtain a position that benefits both me and the company for a long term career.

Authorized to work in the US for any employer

Work Experience

Medical Assistant

Fond Du Lac Reservation - Duluth, MN

September 2020 to March 2021

Room patients, vitals signs, administer injection and vaccinations, draw up and administer COVID-19 vaccinations, check medications, schedule appointments, assist providers with procedures. Contact pharmacy with and prescription issues, complete FMLA and disability paperwork.

Medical Assistant

St. Luke's Hospital - Duluth, MN

September 2019 to December 2019

Room patients, vitals signs, check medications, schedule appointments, assist providers with procedures. Contact pharmacy with and prescription issues, complete FMLA and disability paperwork.

Office Medical Assistant /Telemed/Scribe

Ideal Option - Duluth, MN

October 2018 to September 2019

Check patients in for appointments, collect payments and copays, take vital signs, process labs that were ordered, draw blood work that is ordered, assist patients and providers with daily requests. Dictate for the provider seeing the patient, prepare chart for office visit, schedule appointments, assist in office duties when needed. Assist with open and closing duties.

Helpdesk

Accelerated Innovators Inc, (Broadridge Advisor Solutions) - Duluth, MN

June 2016 to September 2016

Assisted clients with questions regarding their websites per email or incoming telephone calls. Walked through websites for client assistance along with assisting clients on making changes on their websites.

Accounts Receivable Specialist

ARI Network Services - Duluth, MN

November 2014 to September 2015

Accounts Receivable Specialist

Process incoming payments from customers, contact past due accounts and collect payments or set up payment plans, invoice customers and send out receipts, adjust invoices and payment

records when needed, email and mail past due statements to customers, make bank deposits on incoming payments.

House Manager/Certified Medical Assistant/PCA

Westview Services - Duluth, MN
September 2013 to July 2014

ADL's of clients' needs on a daily schedule, housekeeping chores, driving to appointments, preparing meals. Monthly reports, client's financials, grocery shopping, meal planning, payroll, staff scheduling, staff reports, policy and procedures with staff trainings, filing, scheduling clients appointments, check in weekly medications, make changes on MARS, Along with reporting any medication errors, Report any grievances between staff or clients appropriately. Dealt with outside agencies when making appointments or working with outside agencies on the clients behalf.

Certified Medical Assistant

Northland Family Physicians - Duluth, MN
November 2012 to March 2013

Room patients take vital signs call in prescriptions to pharmacy schedule outside appointments file fax call patients with lab and test results.

Billing/Collections Representative

United Healthcare - Duluth, MN
December 2009 to May 2010

Calling members that were past due on Medicare accounts and made payment arrangements to get their accounts current.

Parent Involvement Coordinator/School Assistant

Superior School District - Superior, WI
April 2009 to December 2009

Assist teachers and staff with daily duties, assist children with work assignments when needed, and supervise children on the playground at recess, organize all activities with children and parents for family nights, send out information between students and school.

Education

Associate in Medical Assistant Program

Wisconsin Indianhead Technical College - Superior, WI

Superior Senior High School - Superior, WI

Skills

- Customer Service
- CSR
- Call Center
- Customer Care

- Telescribe (1 year)
- Eclinical (1 year)
- Anatomy
- Transcription
- Vital Signs
- Patient Care
- Injections
- EMR
- Receptionist
- CPR
- EKG
- Microsoft Word
- Phlebotomy
- Insurance Verification
- Venipuncture
- Epic
- Medical Records
- Laboratory Experience
- Medical Scheduling
- Medical Office Experience
- Computer Operation

Certifications and Licenses

Certified Medical Assistant (AAMA)

January 2007 to January 2023

Certified Medical Assistant

Driver's License

Certified Clinical Medical Assistant (CCMA)

CPR Certification

Assessments

Written communication – Completed

July 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: [Completed](#)

Customer focus & orientation – Highly Proficient

July 2018

Measures a candidate's ability to respond to customer situations with sensitivity.
Full results: [Highly Proficient](#)

Following directions — Proficient

June 2020

Following multi-step instructions.

Full results: [Proficient](#)

Customer service — Familiar

July 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Familiar](#)

Verbal communication — Expert

August 2020

Speaking clearly, correctly, and concisely

Full results: [Expert](#)

Electronic health records: Best practices — Proficient

June 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Proficient](#)

Work style: Conscientiousness — Highly Proficient

June 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Highly Proficient](#)

Attention to detail — Highly Proficient

July 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.