Lucia M. Silveira, RN, ADN

201 Triplett Cir NW, Cleveland TN, 37312

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**OBJECTIVE:**

Obtain a position as Registered Nurse, continue working on Public Health utilizing my work experience and skills to benefit the clients and the community.

**GOALS:**

Become a resource for the Hispanic – Latin community in Hamilton County.

Continue my education, obtain a Bachelors in Nursing, and work towards a Master’s in Public Health.

**SKILLS:**

* Excellent Customers Service
* Proficient in Microsoft Office, Word, Publisher, Excel.
* Knowledge of Systems used at HCHD, AS/400, ECW, TennCare Connect, TennIIs, GRITS.
* Knowledge of standard office practice and principles within Hamilton County Health Department.
* Knowledge of County policies and procedures to related work position.
* Skill in verbal and written communication in Spanish and English.
* Teamwork / Self-motivated professional
* Planning and Coordination
* Critical thinking
* Responsible, flexible and adaptable to new situations and environment.
* Extensive experience on data documentation, and patient’s medical records.
* Experience Explaining Policy and Procedures to clients.
* Caring and Empathetic
* Punctual and Hardworking
* Attention to Detail
* Multitasking abilities
* Cultural awareness
* Applicant engagement
* Appointment Scheduling experience
* Knowledge of various Programs around Hamilton County Health Department.
* Telephone etiquette / Call distribution Experience
* Certified Medical Interpreter

**WORK EXPERIENCE:**

March 2022 – Current

Bradley Health Care and Rehabilitation Center

2910 Peerless Rd NW

Cleveland TN, 37312

(423) 472- 7116

Floor Nurse - Part-Time

Supervisor: Lynzi Lanier (423) 650-0213

* Provide individualized nursing care to patients on the Senior Center.
* Oversee and administer IV medications to residents.
* Identify appropriate interventions to facilitate the resident’s ability to independence.
* Care for resident with a variety of acute and chronic issues, management of disease through medication administration and rehabilitation.
* Physical assessments to the residents during admission and during their stay in the facility.
* Teaching and education of the residents, about the importance of maintaining physical activity, and medication therapy.
* Collaborate with other RN, LPN’s and CAN’s on the daily care of the residents.
* Skin Assessments and wound care, as appropriate.
* Use of Point Click Care systems, to enter client data, assessment information, and nurses’ notes.

February 2012 - Current

Chattanooga Hamilton County Health Department

921 E. 3rd St

Chattanooga TN, 37403

(423) 209 - 8054

Presumptive Eligibility Coordinator

Supervisor: Wendy J. Cantrell (2019-Current)

* Trained and overlook over TEDS users. Enroll new staff members into TEDS system collaborating with the State.
* Overlook and worked with State Grant for Presumptive Eligibility TennCare and Coverkids.
* Direct communication with the State of Tennessee Department of Health related to Presumptive Eligibility TennCare and Coverkids.
* In charge of enrollment, training, and education of new and existing TEDS users around the different clinics in Hamilton County, Ooltewah HD, Sequoyah HD, Birchwood HD.
* Organize and plan training documents for TEDS users.
* Organization and record keeping of client enrollment information and data to provide the State with accurate information to assist with grants.
* Weekly and Monthly State Reports completion and comparisons.
* Compares clinic encounter to monthly IT reports and resolve discrepancies.
* Assisted with Breast and Cervical Cancer Applications.
* Provide patient education on eligibility and affordability options by offering insightful information.
* Review applications for different aid programs and determined which qualification criteria for individuals.
* Followed guidelines when reviewing applicant data to determine eligibility for insurance assistance.
* Interviewed applicants and explained scope of different available benefits.
* Scheduled appointments with applicants to gather information and explain benefits processes.
* Communicated with people from various cultures and backgrounds on application process.
* Inputted all gathered information and researched data on applicants into computer system using TennCare Connect, AS400-TennCare System.
* Documented all communication with applicants and inputted information into system using AS400 – ECW Systems.
* Follow up with clients after application submitted, to ensure successful completion of requirements.
* Resource coordination with other clinics to provide the clients assistance.
* Assisted with Covid19 Hotline duties.

Patient Service Representative PSR

Ooltewah Health Department Supervisor: Janice Lipscomb (2016-2019)

Hamilton County Health Department 3rd St. Supervisors: Pam Gilreath (2014-2016)

* Family Planning / Ooltewah Health Department
* Used AS400- ECW to schedule appointments.
* Followed document protocols to safeguard confidentiality of patient records.
* Helped address client complaints through timely corrective actions and appropriate referrals.
* Offered simple, clear explanations to help clients and families understand policies and procedures.
* Applied administrative knowledge and courtesy to explain procedures and services to patients.
* Collected and entered patient demographic and insurance data into computer database to establish patient's medical record.
* Performed patient scheduling and registration functions to serve as initial contact point for medical office visits.
* Assisted with clinic schedules.
* Worked with Spanish speaking clients
* Worked with different computer systems such as AS400-TennCare, TennIIs, GRITS, ECW, and TNWIC.
* Aid with onsite training for new computer programs such as E-Clinical Works.
* Worked with documentation, and scheduling for the different programs, Family Planning, Pediatrics, WIC, and Dental.
* Super user for ECW system.
* Trainer for new employees on systems used in the county, AS400/ECW/ Tenniiss.

WIC Clerk

Supervisor: Pamela W. Gilreath (2014-2016)

* Used AS400, TennCare, TennIIs, GRITS and TNWIC systems.
* Documented all communication with applicants and inputted information into system.
* Obtained, verified patient information and demographics.
* Communicated with people from various cultures and backgrounds on application process.
* Followed guidelines when reviewing applicant data to determine eligibility for economic assistance.
* Scheduled appointments with applicants to gather information and explain benefits processes.
* Printed and explained WIC vouchers to clients
* Worked directly with WIC/Pediatric nurses and nutritionist

Phone Room Operator (2012-2013)

Supervisor: Angela F. Stewart

* Maintained accurate directory of all personnel and phone extensions.
* Used company's paging system to immediately contact specific personnel.
* Directed incoming calls to internal personnel and departments, routing to best-qualified department.
* Collected and verified telephone numbers, addresses and proper spelling of names.
* Scheduled and confirmed appointments for different services, Family Planning, Pediatrics, WIC.
* Received incoming calls and paged individuals and departments over PA system.

January 2009 – September 2010

UT OBGYN

979 E. 3rd St

Chattanooga TN, 37403

(423) 778-2580

Supervisor: Kathy Owensby

 Clinical Certified Medical Assistant / Phlebotomy Lab assistant

* Patient demographic updates
* Patient triage
* Patient vital signs and immunization administration and updates
* Referral to providers
* Worked directly with Resident Physicians and Medical Attending.
* Performance of Non Stress test on patients
* Aid on gynecological procedures such as Pap Smears, STI testing, Colposcopies, Fundal height measurements, birth control.
* Reinforced education for patients on Immunization requirements
* Worked directly with Spanish speaking patients.

**VOLUNTEER WORK:**

Tri-State Therapeutic Riding Center

200 Natures Trail, McDonald TN, 37353

**EDUCATION:**

**\***2021

Associate Degree in Science – Registered Nurse

Chattanooga State Community College, Chattanooga TN

Phi Theta Kappa Honors Society Graduate Member ID # 20628355

Registered Nurse License# 259798 Exp: 09/30/2023

\*2009

Clinical Certified Medical Assistant / Phlebotomy

Academy of Allied Health Careers, Chattanooga TN

\*2006

Certified Nurse Assistant

Prepare to Care Academy, Cleveland TN

\*2003

Cleveland High School, GED, Cleveland TN

**SYSTEMS:**

* Professional Experience using Microsoft Office, Word, Publisher, Excel
* AS/400 – TennCare
* E- Clinical Works
* TN- WIC
* TennIIs – Tennessee Immunization System
* GRITS – Georgia Immunization System
* TennCare Connect
* Point Click Care

**CERTIFICATIONS / TRAINING:**

Nursing School Clinical Training: 240 Total hours

* CHI Memorial Hospital – Medical-Surgical Floor Rotation.
* CHI Memorial Emergency Room Rotation
* CHI Memorial Cardio Vascular ICU Rotation.
* Parkridge Hospital Labor and Delivery Rotation
* Parkridge PICU Rotation
* Erlanger Behavioral Hospital Rotation
* Erlanger Stroke Center / Covid19 Unit Rotation
* PR/BLS Certification Exp: 12/2023
* American Nurses Association ANA Online Training / February, 2022

Single-Dose /Multi-Dose Vial Infection Prevention Practices (1.30 Earned Hrs.)

Injection Safety: A Focus on Infection Prevention (1.40 Earned Hrs.)

* Johns Hopkins School of Nursing Online Training / February, 2022

Covid-19 Effective Nursing In Times of Crisis

* Language Line University / Competency in Language Interpreting Spanish – English (2012)
* Grow and Glow Breastfeeding Training

**REFERENCES:**

* + Cheryl Newman

Nurse Educator

Chattanooga Hamilton County Health Department

(423) 209-8054

* + Professor Michelle McCarthy

Chattanooga State Community College

Nursing Program Night Coordinator

(423) 493-8737

* + Professor Yonna Jones

Chattanooga State Community College

Nursing Program Night, Professor

(423) 493-8733

* + Professor Regina Lankford

Chattanooga State Community College

Nursing Program Night, Professor

(423) 4938727