

Hazel Leah Madriago

Well rounded BSN-RN who is up for new challenges.

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Patient-focused and compassionate Registered Nurse with 12 years hands-on and diverse nursing experience seeks an RN position with a reputable medical services provider. My goals are to continue to provide healthcare services to patients, hone my nursing skills, and become an asset to the medical institution. Teaching experience for 4 years offline and online seeking to further enhance my teaching abilities and skills through updated medium of instructions available where imparting what I know to my students.

- Extensive knowledge of medical equipment, products and pharmaceuticals.
- Demonstrated aptitude for developing new skills and adapting to new environment.
- Readily develop rapport with patients, families, staff and other healthcare professionals.
- Strong analytical skills easily assess conditions and implement appropriate interventions.
- Relates well to people from different culture and socio-economic status.
- Proven record of reliability and responsibility.
- Resourceful in completing projects; ability to multi-task effectively.
- Possess special sensitivity to meeting the needs of patients in varied situations.
- Dedicated individual and has the reputation for consistently going beyond what is required.
- Trustworthy, diligent, family/client centered and client advocate.
- Always adhere to rules and regulations and possesses excellent work ethics.
- Works well independently and as a team lead.
- Open to innovations and able to easily learn up-to-date healthcare trends.
- BPO experience under Prior Authorization Management post.

Authorized to work in the US for any employer

Work Experience

ER Registered Nurse

St Bernard Hospital - Chicago, IL

July 2021 to Present

- Does initial assessment and triaging.
- Tagging patient according to their priority of care.
- Provide nursing interventions congruent to the MDs order.
- Collaborates with the other members of the healthcare team.
- Establishes rapport to the patient and significant others.
- Treat the patient holistically.

Prospect Medical Group, ER After Hour Case Manager

Calibrated Healthcare Network

February 2021 to May 2021

- Receive ER cases from co-CM, review the cases using MCG to determine whether the case is to be approved or need to go on a peer to peer.

- Arrange the peer to peer for cases that needs to be evaluated if its transfer is safe or not.
- Coordinate with EMS and facilities for transfer to an in-network provider and contracted facility.
- ICD are used for the cases being reviewed and HIPAA are carried all throughout the review.
- Makes outbound and inbound calls from different facilities, providers and CMS.

PBM Nurse Reviewer

Optum Global Solutions/ United Healthcare Group - Optum RX
August 2020 to January 2021

- Review cases for pharmacy claims
- Uses the medical guidelines set by the company to determine whether the drug/s or medications ordered met the criteria set by the company.
- Cases reviewed can either be approved, denied or pend for peer to peer.
- ICD 10 are used for the diseases used for the drug/s or medications being asked for authorization.
- Makes outbound calls to provider to further gain information that are viable for the the review.

Staff Nurse, Medical-Surgical Ward

Lopez Hospital
May 2018 to March 2020

- Gave direct nursing care to general and elderly patients.
- Admitted patients. Identified nursing needs of elderly patients.
- Planned, implemented and evaluated nursing care.
- Performed nursing activities, such as bathing and oral hygiene.
- Assisted patients in maintaining proper body alignment and utilizing good body mechanics.
- Took and recorded vital signs of patients. Provided appropriate medications.
- Observed medical asepsis. Prepared and gave oral and IV medications.
- Observed and responded to patients emotional and spiritual needs.
- Acted as liaison between patients and hospital personnel.
- Educated patients and their families in their roles to promote successful therapy and rehabilitation.
- Prepared patients for, and assisted physicians with, diagnostic and therapeutic procedures.
- Performed irrigation catheterization and gave enemas.
- Received and endorsed work equipment and supplies and ensured proper care and maintenance.
- Supervised junior staff.
- Ensured that the nurse station was clean and in proper order.

Utilization Management Prior Auth Nurse

BlueCross BlueShield of California
April 2017 to April 2018

- Conducts prior authorization clinical review for inpatient and outpatient procedures/services on medical necessity, appropriateness of care and specific health plan benefits.
- Review Provider's prior request and any associated documentation/medical records.
- Review any associated patient history and/or notes entered by non-clinical team related to services requested.
- Determine if sufficient documentation exists or if lack of information.
- Performs verification on clients 'personal data.
- Makes letters and recommendations to facilitate clients' claims.
- Knowledge in CPT codes, ICD-10 codes, and HCPC Codes.

Staff Nurse, Medical-Surgical Ward

Lopez Hospital

May 2011 to May 2014

- Gave direct nursing care to general and elderly patients.
- Admitted patients. Identified nursing needs of elderly patients.
- Planned, implemented and evaluated nursing care.
- Performed nursing activities, such as bathing and oral hygiene.
- Assisted patients in maintaining proper body alignment and utilizing good body mechanics.
- Took and recorded vital signs of patients. Provided appropriate medications.
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Volunteer Staff Nurse, OB/Medical-Surgical Ward/ER/Pedia/ NICU

La Union Medical Center

January 2011 to April 2011

- Assisted doctors. Prepared instruments to be used and maintained sterility.
- Coordinated and worked with other members of the healthcare team.
- Assessed patients' health conditions. Monitored patients' vital signs.
- Administered medications in different routes.
- Gave health teachings to patient and patients' families.
- Ordered, interpreted and evaluated diagnostic tests.
- Prepared patients for and assisted them with examinations and treatments.

Volunteer Staff Nurse, ER/OB/Medical-Surgical Ward

Naguilian District Hospital

January 2010 to December 2010

- Maintained accurate, detailed reports and records.
- Recorded patients' medical information and vital signs.
- Monitored, recorded and reported symptoms and changes in patients' conditions.
- Modified patient treatment plans as indicated by patients' responses and conditions.
- Consulted and coordinated with healthcare team members to assess, plan, implement and evaluate patient care plans.
- Ordered, interpreted and evaluated diagnostic tests to identify and assess patient's condition.
- Monitored all aspects of patient care, including diet and physical activity.
- Prepared patients for and assist with examinations and treatments.
- Observed nurses and visited patients to ensure that proper nursing care was provided.
- Assessed the needs of individuals, families and/or communities, including assessment of individuals' home and or/work environments to identify potential health or safety problems.
- Instructed individuals, families and other groups on topics such as health education, disease prevention and childbirth, and developed health improvement programs.

- Prepared rooms, sterile instruments, equipment and supplies, and ensured that stock of supplies is maintained.
- Informed physician of patient's condition during anesthesia.
- Delivered infants and provided prenatal and postpartum care and treatment under obstetrician's supervision.
- Administered local inhalation, intravenous and other anesthetics.
- Provided health care, first aid, immunizations and assistance in convalescence and rehabilitation in locations such as schools, hospitals and industry.
- Performed physical examinations, made tentative diagnoses and treated patients en route to hospitals or at disaster site triage centers.
- Handed items to surgeons during operations.
- Prescribed or recommended drugs, medical devices or other forms of treatment, such as physical therapy, inhalation therapy, or related therapeutic procedures.

Application Specialist

Biocare Healthcare Resources

January 2006 to December 2009

- Performed reagent and /or application problem troubleshooting of brand-new delivered instruments, sold and demoed instruments, returned and refurbished instruments for dispatch.
- Performed medical technology application training to sales representatives, service engineers and technicians, and other laboratory personnel as deemed requested by clients.
- Reported directly to the Product Specialist of Point of Care under the Marketing Department.

Volunteer Nurse Trainee/OJT, ICU/Medical-Surgical Ward/OR/Delivery/OPD/ NICU

Lorma Medical Center /Ilocos Training & Regional Medical Center

April 2006 to March 2009

- Assisted the doctors and staff nurses in the wards and other area of the hospital.
- Performed vital signs taking. Gave appropriate medications.
- Carried out orders. Completed charting.
- Acted as patient advocate. Educated patients and their families regarding healthcare.
- Coordinated with healthcare team members in the rendering of care needed by the patients.
- Assisted patients with their activities of daily living.
- On occasion, assessed the condition and changes in patients' bodies.

Owner/Proprietor

Lee RV General Merchandise

February 2006 to March 2009

- Managed all the dealings of the company, including marketing products, such laboratory equipment and supplies.
- Coordinated with other compartmentalization carry out company's mission and vision.
- Transacted with prospective suppliers and catered to the needs of the clients and employees of the company.
- Maintained a customer centered avenue.

Education

TESOL

University of Maryland Baltimore County - Baltimore, MD
February 2020

Certificate in EDUCATION

University of Pennsylvania
October 2019 to January 2020

Certificate in EDUCATION

George Mason University
September 2009 to November 2019

Certificate in EDUCATION

U.S. Department of State
August 2005 to October 2019

B.S in Nursing

SAINT LOUIS COLLEGE
2009

A.B in Political Science-Education

school.php
2005

Skills

- ICD-10 (2 years)
- Nursing (10+ years)
- Utilization Management (2 years)
- CPT Coding (2 years)
- Microsoft Office
- Triage
- Vital Signs
- Infusion Experience
- ICU Experience
- Medication Administration
- ICD-9
- Critical Care Experience
- ICD Coding
- Hospital Experience
- Case Management
- Medical Billing
- Program Development

- Employee Orientation
- Insurance Verification
- Medical Terminology
- Medical Records
- EMR Systems
- HIPAA
- Patient Care
- Computer literacy
- English
- Documentation review
- Discharge planning

Certifications and Licenses

3- Level U.S Infusion Therapy Nurse Certification Program (a. U.S Intermediate, b. U.S Advanced IV and c. Phlebotomy)

Introduction to Advanced Cardiac Life Support

Basic Cardiac Life Support

REGISTERED NURSE- ILLINOIS, USA Validity: May 30, 2022 INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

PALS Certification

Advanced Cardiovascular Life Support (ACLS)

Additional Information

With NCLEX-RN ACTIVE IL license