

Eslain Metayer

McKinney, TX 75070

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- Dedicated and compassionate Registered Nurse with over 8 years of Patient support experience. A team player who is not only ambitious but also self-motivated, reliable and dependable.
- Committed to delivering optimal patient care, advocacy, and quality outcomes. Excellent verbal/written communication and impeccable customer service skills, ability to work and thrive under fast-paced environment.
- Outgoing, coach-able, positive energy, good judgment and will have no trouble communicating with and interacting with all levels of staff within the Care sector.

Willing to relocate to: Dallas, TX - -

Authorized to work in the US for any employer

Work Experience

Registered Nurse

Nurse Next Door (Skilled LTC Care/Home Health/ Hospice) - Plano, TX

February 2020 to Present

- Performed assessments, administer medications, evaluate, and record patient symptoms. IV infusions, Foley catheter, G-tube. PEG-tube, Woundcare, Ostomy care, Trach care, Admissions, Discharges, etc
- Administer treatment, monitor vitals, dress wounds and incisions.
- Teach patients about self-care and healthy habits, provide patient and family education.
- Advocate for health and well-being of patient.
- Collaborate with team to plan for patient.

Registered Nurse- Med Surge (Contract)

Medical City Healthcare Hospital - Lewisville, TX

October 2019 to January 2020

Performed assessments, administer medication and treatments to ill, injured, and recovering adults.

- Monitored vital signs, change dressings, and provide patient education and support.
- Communicated with families, physicians, patient care techs, and other medical professionals.
- Promoted timely patient placement via admissions, discharges, and transfers.
- Ensuring operation of needed equipment such as IV's, feeding tubes, catheters, and oxygen tanks.

Insurance Customer Service

Globe Life - McKinney, TX

October 2017 to October 2019

Taking inbound calls, Process credit card/debit/check payments on new and existing policies.

- Providing potential policyholders with quotes and information on company products and services.

Medical Assistant/ Patient Care Coordinator

Quest care Medical Clinic - McKinney, TX

April 2017 to September 2017

Providing exceptional customer service to all clients, while effectively maintaining front desk procedures including greeting patients, taking inbound and making outbound calls to patients, doctors and pharmacies.

- Interview patients to obtain medical information and measure their vital signs, weight, and height.
- Record patients' medical history, vital statistics, or information such as test results in medical records.
- Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.
- Show patients to examination rooms and prepare them for the physician. Prepare and administer medications as directed by a physician.
- Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
- Reported any unusual or urgent circumstances in patients' condition or environment immediately to Nurse and Provider.

Benefits Verification Specialist

AmerisourceBergen - Frisco, TX

November 2016 to March 2017

Patient advocate obtained prior authorization from doctors and insurance corporations on behalf of the patients to obtain medical care.

- Strong Knowledge of medical terminology/medical coding, HCPCS, CPT, ICD-9 and ICD-10 coding, revenue cycle, Medicare/Medicaid reimbursement trends and processes.
- Review all patient insurance information needed to complete the benefit verification process.
- Verify patient specific benefits such as Pharmacy, Medical and precisely documenting specifics for various payer plans including patient coverage, cost share, and access/provider options according to Program specific SOPs.
- Verify electronic validation of pharmacy coverage and medical eligibility including documenting and initiating prior authorization process, claims appeals, etc.
- Prepare reimbursement reports while analyzing and configuring Cost Share Grids to determine member's cost share.
- Managed quality assurance program including on site evaluations, internal audits and customer surveys.

Patient Care Tech/ Trained Medication Aide

Distinctive Home Health/ Aston Gardens Senior Living, SNF, IL, & Memory Care - Coral Springs, FL

May 2014 to October 2016

Provided physical, emotional, and medical support to patients in a compassionate and understanding manner.

- Administered prescribed medications to patients and maintains related medical records under the supervision of the RN.
- Monitored and recorded temperature, pulse, respiration and blood pressure, as directed by the RN.
- Verifies identity of patient receiving medication and records name of drug, dosage, route, and time of administration on specified forms of records.
- Reordered medications from local pharmacies; record medications, storage of medication, and restock medication inventory.
- Provide patients with assistance in completing such tasks as activities of daily living and effectively reducing daily burdens on family members:
- Assisted patients with eating, bathing, and household chores.
- Assisted patients in and out of bed to facilitate independence and well-being.
- Furthered skills by actively taking part in employee training and taking classes in subjects to improve patient safety/patient -nurse relationships and safeguarding patient confidentiality.

Case Management Specialist

Heartland Manor Care Rehabilitation - Plantation, FL
May 2013 to April 2014

Maintained and managed patient records, scheduled hospital admissions, discharge, and outside appointments for patients.

- Contacted insurance companies to verify insurance and patient coverage.
- Faxing, Scanning, Printing, and Verification of patient referrals. Assist with incoming and outgoing post.
- Billing/Collections - Set Up payment plan options/processed payments.
- Collected co-pays and payments, Maintained and managed patient records.
- Assisted patients with completion of all necessary forms and documentation including medical insurance. Updated treatment plans with the latest intervention strategies and progress notes.
- Worked with medical teams, patients and families to implement effective treatment plans.
- Provided ongoing counseling to help patients deal with conditions and processes

Dietary Aide

Aventura Medical Hospital - Aventura, FL
March 2012 to January 2014

Prepared and delivered hot, fresh, and delicious meals to patients and handled customer and patient's inquiries regarding menus, food allergies, and dietary restrictions.

- Patiently and compassionately assisted patients requiring assistance eating meals.
- Processed payments by cash, credit/debit card, vouchers and e-payments, and recorded register sales.
- Stocked service areas with supplies such as beverages, condiments, plastic ware, and napkins.
- Documented clinical findings and entered pertinent health data for processing, record keeping and use by other medical professionals.
- Maintained a clean and safe environment per hospital health standards.
- Provided in-depth information on various modes of nutritional care to maximize options and paths to boosting health.
- Educated patients about therapeutic nutrition, ingredients selection, food prep and meal planning.
- Collaborated with Senior Dietitian to develop diet plans addressing individual patient conditions.

Patient Care Technician (Contract)

GG Loving Care Facility (Home Health/Hospice) - Fort Lauderdale, FL
March 2010 to January 2011

Provided daily medical assistance to terminally ill patients with Diabetes and Alzheimer's.

- Interact effectively with patients, families, hospital department staff to deliver high level of customer service and teamwork.
- Applied preparations and topical treatments to patients and noted any unusual changes in patient condition.
- Provide patients with assistance between bed and wheelchairs and collaborated with staff to ensure the safe care.
- Assisted with feeding patients when they are handicapped or suffering from a loss of strength or range of mobility.
- Administered daily prescribed oral medications and maintained and updated patient medical records and logs.
- Maximized patient satisfaction by helping individuals carry out personal care tasks and providing activities of daily living.
- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.

- Gathered dietary information, assisted with feeding and monitored intake to help patients achieve nutritional objectives and support wellness goals.

Education

BSN Degree

Jacksonville University - Jacksonville, FL
Present

High school diploma in General Courses

Northwestern High School - Miami, FL
August 1992 to June 1996

AS Degree in Behavioral Science of Nursing

Florida National University - Hialeah, FL

Associate of Science in Nursing Assistant Certificate

Florida Educational Institute\ Broward Community College - Miami, FL

Nursing Licenses

RN

Expires: October 2020

State: TX

Skills

- Compassionate, Effective Communication, and Detail Oriented.
- Positive Attitude, Teamwork and Willingness to learn.
- Critical thinking and ability to work in a fast-paced environment; completing multiple tasks.
- Cultural Awareness, which is essential to giving complete, patient-centered care.
- Hospice Care
- Tube Feeding
- ICD-10
- CPT Coding
- ICD-9
- EMR Systems
- Alzheimer's Care
- Nursing
- Critical Care Experience
- Hospital Experience
- Medical Records
- Supervising experience

Certifications and Licenses

BLS Certification

CNA

Certified Medication Aide

CPR Certification

ACLS Certification

AED Certification