

Keri Ellis

Actively Looking for (Fulltime) Career

Castle Rock, CO 80104

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- Master's in Healthcare Administration
- Bachelors in Healthcare Management
- Behavioral Health Advocate/Technician
- Medical Assistant
- Qmap
- CNA

Authorized to work in the US for any employer

Work Experience

Lead Behavioral Health Advocate

Highlands Behavioral Health System - Highlands Ranch, CO

March 2021 to Present

1. Consistently provides supervision for assigned patients.
2. Facilitate psycho-educational groups.
3. Assist training for onboarding employees Handle with care and verbal de-escalation.
4. Clearly documents observations of patient behavior. (Q15, Q5, 1:1)
5. Ensures safety of patient at all times.
6. Escort/Advocate for patients while they are away from the facility, such as Emergency Room Situations.
7. Promotes a positive working environment by demonstrating respect and tolerance for age, gender, race and choice of lifestyle without judgement.
8. Demonstrates required attendance and reliability.

Medical Assistant

Castle Rock Family Care - Castle Rock, CO

February 2020 to February 2021

- Performed in-office procedures (Assisted Provider and unassisted) such as: casting/cast removal, stitches/stitch removal, staple removal, ear irrigation, Cultures, Variety range of different specimens, EKG, Stress Test, Therapeutic Injections, and more!
- Input Immunization Record on Colorado database
- Provided high quality patient care and satisfaction
- Educated on Mental Health Patients
- Family Care = Patients range between 5 yrs old to 105 yrs young
- X-ray positioning and assistance when needed
- Insurance Verification, Prior Auths, Pre Op Packets
- ICD 10 coding
- EMR and written records
- Patient Education

- Ecw software
- Experience with Medicaid/Medicare/Tricare/Anthem/Cigna/Private Insurance/Self Pay and more!
- Importance with MACRA goals
- Obtained patient vitals, health hx, medication review, outstanding referrals, immunizations, etc
- Performed blood draws and Injections
- Triage patients when needed
- Scheduled Patients for appointments
- Assisted with back and front office duties

Front Office Manager/Medical Assistant

The Orthopaedic Center - Tulsa, OK

October 2018 to February 2020

Fast pace orthopaedic center. Work for top Doctors in Oklahoma. Casting and Cast removal. Med refills. Procedure prep. Injections. Blood draws. Drug screenings. EMR. Pulse program. Patient safety. Patient satisfaction. Phone calls for referrals. H&P. Patient vitals. Triage Patients. Patient care. Care plans. In office procedures.

Care Coordinator

Home Care Assistance - Castle Rock, CO

February 2016 to October 2018

Responsibilities

Working with Alzheimer's/Dementia/Mentally Disabled clients in the comfort of their home. Help prepare meals, bathing, toileting, light house duties, errands, attending Doctor appointments, staffing employees, scheduling management, on call, daily reports/meetings with Medical Director to stay updated with changes, concerns, or important information.

Accomplishments

Gaining clients that request my care and services. Gaining trust and having others count of me to get things done correctly the first time around. Becoming a Care Coordinator when starting as a CNA.

Skills Used

Patient care and satisfaction. Helping with ADLs. Making clients happy and satisfying needs on a daily basis. Being flexible and having a good attitude under stressful situations. Hand written documentation for every client. Billing. Coding. HNP. Clinical work. Dealing with insurance companies. Managing 16 employees. Covering shifts when needed on my days off.

Medical Assistant-Intern

Village Pediatrics - Greenwood Village, CO

March 2016 to October 2016

Collect specimens and/or send to lab for further testing. Lab draws, throat cultures, mono spots, stool studies, flu swabs, rsv testing, Hcg, pap smear, immunizations, lead tests, biles, PKU, and hemoglobin.

Patient is escorted into an examination room where vitals, brief history, chief complaint, symptoms are documented.

Clean room after every patient with germicide cleanser, stock as needed, disinfect toys daily, autoclave, and centrifuge as needed.

QMAP/CNA

CALEY RIDGE ASSISTED LIVING - Greenwood Village, CO
February 2014 to February 2016

Responsibilities

Keep track of medication supplies, audit carts weekly, help dietary co-workers with prepping & serving food, help charge nurse coordinate paperwork for Doctors and Family members. Detailed Documentation on every resident-3x's per 8hr shift.

- Worked in a nursing facility
- Took care of approximately 30 elderly, disabled and hospice patients daily
- Provided caring, intimate, hands-on healthcare for residents
- Monitored vital signs
- Delivered/Administered residents' medication
- Handled minor wound care
- Assisted with feeding residents 3 meals per day
- Assisted with bathing residents
- Helped residents with daily living needs
- Worked with mechanical lifts, as needed
- Scheduled resident activities
- Communicated resident's condition to the nurse in charge
- Cleaned rooms, floors, linens, bathrooms and hallways
- Made beds for specific needs

Education

Master's in Health Care Administration

Independence University - Denver, CO
April 2016 to September 2018

Bachelor's in Healthcare Management

College America - Denver, CO
May 2012 to May 2015

Associate's degree

Skills

- Organizational Skills (10+ years)
- EMR (10+ years)
- Phlebotomy (10+ years)
- Epic (4 years)
- Vital Signs (10+ years)
- Patient Care (10+ years)
- Phlebotomy (6 years)
- Microsoft Word (10+ years)
- EKG (10+ years)

- EHR (10+ years)
- Medical Records (10+ years)
- Venipuncture (10+ years)
- Healthcare Jobs (10+ years)
- Receptionist (6 years)
- Filing (10+ years)
- Scheduling (6 years)
- CPR (10+ years)
- Laboratory Experience (5 years)
- Medical Billing (6 years)
- Medical Coding (6 years)
- Alzheimer's Care (10+ years)
- Transcription (6 years)
- eClinicalWorks (5 years)
- Medical Imaging (5 years)
- Caregiving (10+ years)
- HIPAA (10+ years)
- Medical Terminology (10+ years)
- Clerical Experience (10+ years)
- Computer Skills (10+ years)
- Insurance Verification (5 years)
- Administrative Experience (5 years)
- Office Management (3 years)
- Dementia Care (10+ years)
- Quality Assurance (10+ years)
- Medical Office Experience (7 years)
- Anatomy Knowledge (10+ years)
- Time management (10+ years)
- EMR Software (10+ years)
- Healthcare management (3 years)
- Microsoft Office (10+ years)
- Microsoft Outlook (10+ years)
- Medical Scheduling (6 years)
- Triage (6 years)
- Phone Etiquette (10+ years)
- Office experience (10+ years)
- Customer service (10+ years)
- Medication administration (10+ years)
- QuickBooks (5 years)
- Experience Administering Injections (10+ years)

- Supervising experience (4 years)
- English (10+ years)
- Group therapy (4 years)
- Documentation review (10+ years)
- ICD-10 (6 years)
- Crisis Intervention (5 years)
- Nursing (10+ years)
- Typing (10+ years)
- Childcare (10+ years)
- Data collection (6 years)
- Autism experience (5 years)
- Computer literacy (8 years)
- EMR systems (10+ years)
- Front desk (6 years)
- Medical receptionist (6 years)
- Pediatrics Experience (10+ years)
- Mental Health Counseling (5 years)
- Child & Family Counseling (5 years)
- Care plans (5 years)
- Lesson Planning (6 years)
- Data Analysis Skills (4 years)
- Leadership (5 years)
- Hospital experience (6 years)
- Behavioral health (6 years)
- Pediatrics (3 years)
- Patient observation (10+ years)
- Home Care (10+ years)
- Payroll (2 years)
- Management (3 years)
- Patient care (10+ years)
- Patient monitoring (10+ years)
- Patient assessment (5 years)
- Resident's rights
- Employee relations (6 years)
- Human resources
- Bookkeeping
- Financial management
- Child protective services
- Google Suite
- Operations management

- Adobe Acrobat
- Financial acumen
- Sales
- Hospitality
- Memory care
- Conflict management
- Analysis skills
- Communication skills
- Senior care

Languages

- English - Expert
- American Sign Language - Fluent

Awards

Going Above and Beyond The Call of Duty

April 2014

I was nominated by co-workers, resident family members, residents, and visitors. Received a bonus check and "special" parking spot!

Above and Beyond

August 2021

Above and beyond award received

Certifications and Licenses

CPR/AED

September 2020 to September 2024

Certified Nursing Assistant (CNA)

June 2008 to Present

I renew my license every few years.

Medical Assistant

January 2011 to Present

QMAP

March 2009 to Present

Qualified Medication Aide Personnel

Medical Billing and Coding

August 2014 to Present

First Aid Certificate

January 2002 to Present

Since 2002, All Certificates obtained are updated/renewed before expiration!

BLS Certification

Certified Medication Aide

Certified Medication Technician

CCMA Certification

Food Handler Certification

Assessments

Home health aide skills — Expert

January 2021

Providing care to patients in a home setting

Full results: [Expert](#)

Work style: Conscientiousness — Highly Proficient

June 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

May 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Work style: Conscientiousness — Highly Proficient

January 2021

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

Full results: [Highly Proficient](#)

Work style: Reliability — Highly Proficient

September 2019

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Early childhood development — Highly Proficient

July 2019

Measures a candidate's knowledge of the development of children ages 0-3 and of ways to foster that development.

Full results: [Highly Proficient](#)

Nursing assistant skills — Expert

April 2019

Measures a candidate's ability to provide nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: [Expert](#)

Medical receptionist skills — Highly Proficient

January 2021

Managing physician schedules and maintaining accurate patient records

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.