

Carla McKibben Riggins

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Registered Nurse (RN)

Aya Healthcare - Greenville, SC

July 2021 to Present

- Assessing, observing, and communicating with patients and various members of the medical interdisciplinary team
- Recording details and symptoms of patient medical history and current health
- Preparing patients for exams and treatment
- Administering medications and treatments, then monitoring patients for side effects and reactions
- Creating, implementing, and evaluating patient care plans with the medical team
- Performing wound care, such as cleaning and bandaging wounds
- Assisting in medical procedures as needed
- Operating and monitoring medical equipment
- Drawing blood, urine samples, and other body fluids for lab work
- Educating patients and family members on treatment and care plans, as well as answering their questions
- Supervising and assisting nursing assistants and nursing students

Registered Nurse/Team Leader

Charleston Area Medical Center (CAMC) - Charleston, WV

January 2020 to June 2021

- Supervise the work of licensed practical nurses, nursing aides, and assistants within the nursing team
- Conduct physical exams to assess patient health needs and problems
- Implement physicians' orders, perform treatments, start IVs, administer medications, and interpret special tests.
- Administer direct care to injured, disabled, ill, or convalescent patients
- Review and maintain medical records
- Implement and develop nursing care plans
- Counsel patients and family members on disease prevention and health maintenance
- Order and evaluate diagnostic tests to assess patients' conditions and needs
- Educate patients about their medical conditions and treatment plans
- Maintain a safe, hygienic working environment
- Prepare rooms and medical equipment and decontaminate instruments
- Provide emotional and psychological support

Claims Assistant

AIG - Charleston, WV

August 2015 to June 2018

Responsible for processing various claims such as medical, automobile, and legal. Responsible for data entry, photocopying, faxing, scanning, requesting medical records as well as mailing correspondence to the claimants and the insured.

Referral Specialist

Albany Area Primary Healthcare - Albany, GA

January 2012 to July 2015

Responsible for data entry; scheduling appointments for patients to various offices; clerical, secretarial and customer service duties; photocopying; faxing and scanning; obtaining medical records; obtaining precerts/authorizations from Tricare and other commercial insurances, experience with Medicaid and Medicare, background in Behavioral Health and Internal Medicine, proficiency in Microsoft Excel, PowerPoint, Word and Outlook. Interacted with physicians and other healthcare providers regarding the care and plan of treatment for patients.

Administrative Assistant/Front Desk Receptionist

Albany Area Primary Healthcare - Albany, GA

October 2009 to December 2011

Responsible for all clerical, secretarial, and customer service duties such as answering the phones, greeting and assisting patients and visitors; data entry; scheduling appointments; preparing and sending medical records; photocopying, faxing and scanning; mailing important documentation; verifying insurance and resolving any scheduling problems that may occur.

Document pertinent information to a patient's records in computer system/update any changes to a patient's file.

Assist insurance companies with billing inquiries and questions regarding the patient's date of service.

Generates productivity report daily. Pre-cert/authorize patients' visits to various insurance companies for payment.

Attends and participates in in-service sessions regarding quality improvement. Draft various correspondences; greeted and assisted patients and other guests; developed organizational filing systems; scheduled appointments and events.

Administrative Assistant/Office Assistant

Valdosta State University - Valdosta, GA

August 2007 to July 2009

Performed clerical work, such as answering the office phone, photocopying, scanning and faxing, for faculty, staff and students. Assisted students and faculty with problems related to class scheduling. Monitored the computer lab and assisted students and faculty with computer-related issues.

Emergency Center Volunteer

Phoebe Putney Memorial Hospital - Albany, GA

August 2006 to October 2007

Responsible for admitting patients into the Emergency Center. Performed clerical duties such as answering the phones, checking on the status of the patients, and updating the families on the patients' condition.

Assistant Teacher Volunteer

Ninny's Daycare - Albany, GA

August 2004 to May 2005

Responsible for assisting students of various ages with subjects such as Spanish, English, and Science in the afterschool program.

Education

AAS in Nursing

BridgeValley Community & Technical College - South Charleston, WV
August 2017 to December 2019

MBA in Healthcare Management

American InterContinental University
August 2012 to July 2013

BS in Biology

Valdosta State University - Valdosta, GA
August 2007 to July 2009

AS

Pre-Medicine/Biology - Darton College - Albany, GA
August 2005 to July 2007

Skills

- Healthcare Management
- Nursing
- Hospital Experience
- EMR Systems
- Medical Surgical/Telemetry (2 years)
- Cerner

Certifications and Licenses

Advanced Cardiovascular Life Support (ACLS)

June 2022 to June 2024

Basic Life Support (BLS)

June 2022 to June 2023

AED Certification

RN License

CPR Certification

BLS Certification

Compact State Nurse License

Additional Information

Diligent, persistent, self-motivated individual who excels at multi-tasking in a fast-paced environment, successful completion of projects correctly in a timely manner.

Ability to excel in an often-changing work environment.

Exceptional interpersonal and communication skills.

Proficiency in Microsoft Word, Access, Excel, Outlook and PowerPoint.

Experience with Cerner and EMR Health Systems.

Strong prioritization, organization and planning skills.

Strong attention to detail.