

# Emily Johnson

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1234 Oak St, Springfield, IL 62704

## SUMMARY

Compassionate Medical Assistant with over three years of experience supporting patient care in diverse environments. Eager to assist healthcare providers through exceptional administrative support and robust communication. Consistently uphold strict standards of patient privacy and safety while contributing to quality healthcare experiences. Zealously committed to continued personal growth and excellence in the healthcare sector, fostering partnerships with medical professionals and ensuring efficient operations. Proven track record of high patient satisfaction by facilitating effective service delivery and education. Looking forward to applying skills at HealthPlus Services.

## EXPERIENCE

### Medical Assistant

January 2023 - Present

Caring Hands Clinic

Naperville, IL

Facilitate effective patient interactions while assisting healthcare providers. Leverage administration skills to streamline appointment scheduling and ensure compliance with regulatory standards.

- Prepare patients for examinations, ensuring comfort and understanding of procedures.
- Manage and maintain comprehensive patient records while adhering to health regulations.
- Educate patients about healthcare management, imparting knowledge on preventive care practices.
- Collaborate efficiently within a multidisciplinary team to enhance patient care delivery.

### Medical Assistant

June 2021 - December 2022

HealthWise Medical Center

Aurora, IL

Supported the healthcare team through direct patient care and seamless administrative processes to maximize efficiency and quality of service.

- Assisted nursing staff in various clinical tasks aimed at ensuring optimal patient care.
- Coordinated appointment schedules and insurance tasks with precision.
- Maintained a sanitary environment to uphold health and safety standards consistently.
- Addressed patient inquiries and concerns promptly, fostering a supportive atmosphere.

## LEADERSHIP & AWARDS

- Recognition Award for Excellent Patient Care at Caring Hands Clinic, 2024
- Outstanding Service Award from HealthWise Medical Center, 2022

## EDUCATION

### Diploma in Medical Assisting



2021

Springfield Technical College GPA: 3.8

Springfield, IL

**Coursework:** Medical Terminology, Patient Care, Healthcare Regulations, Electronic Health Records

## CERTIFICATIONS

- CPR Certification  2023
- Certified Medical Assistant (CMA)  2021

## TECHNICAL SKILLS

- Medical Software Tools:** Epic, NextGen, Cerner
- Communication Tools:** Microsoft Teams, Zoom, Slack
- Health Compliance Standards:** HIPAA, OSHA, CLIA
- Patient Care Techniques:** First Aid, Vital Signs Monitoring, Infection Control
- Scheduling Software:** Easy Scheduling, Zocdoc, Acuity
- Documentation Practices:** SOAP Notes, Progress Reports, Verification Processes
- Medical Supply Management:** Inventory Control, Order Tracking, Vendor Liaison
- Training Programs:** Mentoring new employees, Refresher courses, Workshops
- Data Entry Technologies:** Microsoft Office Suite, Google Workspace, Clarity
- Surgery Assistance:** Pre-operative Prep, Post-operative Care, Sterile Technique

## SKILLS

- Patient Care
- Communication Skills
- Healthcare Education
- Interpersonal Skills

- Medical Terminology
- Electronic Health Records (EHR)
- Time Management
- Scheduling Appointments
- Regulatory Compliance
- Clinical Support
- Multi-tasking
- Problem Solving
- Attention to Detail
- Empathy
- Professionalism

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## PROFESSIONAL AFFILIATIONS

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- Member of American Association of Medical Assistants since 2021
- Volunteer at Local Health Fairs providing free screenings and patient education sessions

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## LANGUAGES

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- English (Native)
- Spanish (Proficient)

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## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

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## REFERENCES

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AVAILABLE ON REQUEST