

# Emily Johnson

## Patient Care Technician

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### STRENGTHS

- Empathy**  
Progressively built rapport with patients, improving overall satisfaction with care experiences.
- Team Player**  
Collaborated effectively with multidisciplinary teams, fostering supportive work culture.
- Detail-Oriented**  
Ensured accuracy when handling patient data, significantly reducing errors in documentation.
- Communication Skills**  
Developed clear communication strategies that facilitated better patient understanding and trust.
- Adaptability**  
Proactively adjusted to changing patient needs and workflow demands in various settings.

### SKILLS

Patient Care    Monitoring Vital Signs

Electronic Medical Records

Strong Communication Skills

Team Collaboration

Customer Service

Basic Testing Procedures

Patient Confidentiality

Phlebotomy Assistance

Healthcare Compliance

Detailed Documentation

Administrative Support

Medical Supply Management

Screenings Assistance

Physician Support

Time Management

### SUMMARY

Compassionate Patient Care Technician with over three years of hands-on experience in fast-paced medical environments. Expertise includes conducting patient histories, monitoring vital signs, and performing screenings such as vision tests and EKGs. Committed to delivering high-quality care while ensuring a positive healthcare experience for patients. Adept at collaborating with healthcare teams, maintaining compliance with regulations, and supporting physicians during examinations. Strong communication skills enhance patient interactions and confidentiality awareness is integral to daily tasks. Looking forward to contributing positively to HealthFirst Medical Services.

### EXPERIENCE

#### Patient Care Technician

Community Health Partners 📅 January 2024 - Present 📍 Chicago, IL

Responsible for direct patient care, including assessing patient conditions and providing nursing support. Demonstrated strong collaboration with medical staff to improve care delivery.

- Conduct patient intake and accurately record medical history and vital signs.
- Perform essential lab screenings, supporting phlebotomy for sample collections.
- Document patient interactions and management ensuring HIPAA compliance.
- Assist physicians during examinations, documenting relevant patient data.

#### Patient Care Assistant

Urban Medical Center 📅 June 2022 - December 2023 📍 Chicago, IL

Focused on assisting in daily operations and patient support in a busy clinical setting. Collaborated effectively with team members for seamless patient flow.

- Facilitated efficient registration and managed patient flow for timely care.
- Maintained examination rooms, ensuring cleanliness and availability of supplies.
- Worked closely with healthcare providers to optimize patient care processes.
- Promoted effective communication and problem-solving within the team.

#### Intern

Bright Future Health Services 📅 January 2022 - May 2022 📍 Chicago, IL

Gained valuable experience through active participation in patient care and administrative functions during my internship.

- Supported administrative tasks facilitating smooth patient processing.
- Engaged in EMR systems management, enhancing documentation accuracy.
- Assisted healthcare teams in managing patient records and appointment scheduling.
- Gained exposure to diverse health practices and patient interaction techniques.

### LEADERSHIP & AWARDS

- Certified Clinical Medical Assistant (CCMA) - National Healthcareer Association
- CPR Certification

### EDUCATION

#### Diploma in Health Sciences

Chicago Community College 🎓 GPA: 3.5 📅 2021 📍 Chicago, IL

**Coursework:** Health Care Fundamentals, Medical Terminology, Patient Care Procedures, Anatomy and Physiology

### CERTIFICATIONS

- Certified Clinical Medical Assistant (CCMA) 📅 2023
- CPR Certification 📅 2026

## LANGUAGES

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English Native

Spanish Intermediate

## MY CAREER

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● Patient Care Technician at Community Health Partners (2.4 Years)

● Patient Care Assistant at Urban Medical Center (1.5 Years)

● Intern at Bright Future Health Services (4 Months)

## TECHNICAL SKILLS

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- **Clinical Tools:** EKG Machines, Urinalysis Sticks, Vision Testing Equipment
- **EMR Software:** Epic, Cerner, Meditech
- **Communication Tools:** Phone Systems, Chat Platforms, Email
- **Testing Supplies:** Blood Draw Kits, Specimen Containers, Test Reagents
- **Patient Care Protocols:** COVID-19 Guidelines, Allergy Management Plans, Infection Control Standards
- **Documentation Tools:** Microsoft Word, Excel, Google Docs
- **Preventive Care Practices:** Vaccination Schedules, Routine Screenings, Annual Check-Ups
- **Support Equipment:** Wheelchairs, Gait Belts, Monitoring Devices
- **Regulatory Knowledge:** OSHA Guidelines, HIPAA Compliance, Patient Privacy Laws
- **Training Programs:** Onboarding Procedures, Patient Safety Training, CPR Workshops

## PROFESSIONAL AFFILIATIONS

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- Volunteer at Community Health Fair
- Member of Local Healthcare Professionals Association

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST