

# Selena Yoder

## Patient Experience Navigator

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### STRENGTHS

- ♥️ **Compassionate Communication**  
Empowered patients during interactions by articulating complex medical concepts in simpler terms, easing their concerns effectively.
- ⚙️ **Efficient Problem-Solving**  
Addressed challenges promptly, consistently finding solutions within time constraints, thereby maintaining patient flow during peak periods.
- 👥 **Team Collaboration**  
Fostered relationships across multidisciplinary teams, integrating feedback and practice insights for continuous service improvement.
- 🔊 **Patient Advocacy**  
Elevated patient voices in clinical discussions, ensuring their personal preferences shaped their individual care plans.
- ✅ **Organizational Skills**  
Streamlined processes around patient treatment protocols, reassessing workflows regularly to enhance operational productivity.

### SKILLS

Patient Coordination  
HIPAA Compliance  
Medical Record Management  
Effective Communication  
Time Management  
Healthcare Operations  
Referral Management Scheduling  
Preventive Screenings  
Patient Engagement  
Data Collection

### SUMMARY

Dedicated healthcare professional with over 3 years of experience in patient support and care coordination. Proven expertise in managing referrals, scheduling, and ensuring a positive patient experience. Strong understanding of HIPAA regulations and patient confidentiality while effectively collaborating with healthcare teams to address patient needs. Committed to improving care quality through proactive engagement and support. Eager to contribute to Accompany Health by enhancing patient experiences through insightful coordination and empathetic communication.

### EXPERIENCE

#### Patient Experience Coordinator

University Project 📅 January 2026 - Present 📍 Springfield, IL

Role focused on enhancing patient experiences through effective scheduling and record management. Supports collaborative efforts among healthcare teams for improved care delivery.

- Coordinated patient scheduling for multiple healthcare services while ensuring timely referrals and follow-ups, leading to increased patient satisfaction.
- Managed the collection and organization of patient medical records to facilitate their access to tailored care plans that addressed individual health needs.
- Assisted with prior authorizations for medical equipment, optimizing operational efficiency as well as reducing patient wait times significantly.
- Collaborated closely with healthcare professionals to swiftly address urgent patient concerns, which greatly enhanced the overall patient experience.
- Conducted community outreach for preventive screenings, achieving a measurable increase in patient participation due to improved communication strategies.
- Ensured ongoing compliance with HIPAA regulations, proactively safeguarding patient information while building trust within the patient community.

#### Healthcare Support Intern

Student Lab 📅 January 2025 - December 2025 📍 Springfield, IL

Internship aimed at providing comprehensive support within healthcare environments. Engaged directly with patients while supporting operational tasks and facilitated positive patient interactions.

- Supported healthcare teams in effectively scheduling patient appointments and managing referrals, ensuring seamless operations within a busy clinic environment.
- Collected and documented patient information meticulously, contributing vital data to an organized patient care process that promoted efficiency.
- Educated patients regarding insurance benefits related to necessary medical procedures and available equipment, empowering them in their healthcare decisions.
- Participated in extensive training sessions focusing on HIPAA compliance, solidifying a strong foundation in safeguarding confidential patient information.
- Engaged empathetically with patients throughout their healthcare journeys, building rapport and ensuring high levels of trust from the initial contact.
- Contributed actively to several quality improvement initiatives targeting gaps in care related to preventive screenings, fostering better health outcomes.

### LEADERSHIP & AWARDS

- Dean's List, Springfield University, 2024
- Academic Excellence Award in Health Sciences, 2025

### EDUCATION

Bachelor's Degree in Health Sciences

Team Collaboration   Confidentiality

Quality Improvement

Capability to troubleshoot

LANGUAGES

English   Native

Spanish   Proficient

MY CAREER



- Patient Experience  
Coordinator at University Project  
(6 Months)
- Healthcare Support Intern at  
Student Lab (11 Months)

Springfield University 🎓 GPA: 3.8 📅 2026 📍 Springfield, IL

**Coursework:** Health Policy, Patient Care Management, Medical Ethics, Healthcare Systems

CERTIFICATIONS

- CPR and First Aid Certification 📅 2025
- HIPAA Compliance Training 📅 2026

TECHNICAL SKILLS

- **Patient Management Tools:** Epic, Cerner, NextGen
- **Communication Tools:** Microsoft Teams, Slack, Zoom
- **Time Management Software:** Trello, Asana, Google Calendar
- **Data Management Systems:** Microsoft Excel, SQL, Access
- **Training Methodologies:** Onboarding, Mentoring Sessions, Workshops
- **Reporting Platforms:** Tableau, Power BI, Google Data Studio
- **Healthcare Standards:** JCAHO, NCQA, HIPAA
- **Patient Outreach Platforms:** Mailchimp, SurveyMonkey, WhatsApp
- **Referral Management Systems:** DocuSign, MedFusion, eClinicalWorks
- **Software Proficiencies:** Microsoft Office Suite, G-Suite, SharePoint

PROFESSIONAL AFFILIATIONS

- Member, Student Health Organization
- Volunteer, Local Health Fair

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST