

# Millie Chang

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## SUMMARY

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Dedicated Physician Assistant with four years of experience in surgical otolaryngology. Focused on delivering comprehensive patient care, navigating both clinical and procedural demands seamlessly. Strong collaborative skills enhance teamwork with multidisciplinary health professionals. Management of patients across all age groups, including special needs cases. Committed to ongoing development and improving healthcare standards through innovation. Ready to take on a dynamic role within an established ENT practice, contributing clinical expertise and leadership to foster exceptional patient outcomes and satisfaction.

## EXPERIENCE

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**Physician Assistant** June 2022 - Present  
HealthCare Solutions Harrisburg, PA

Physician Assistant responsible for evaluating and managing a wide range of patients in a busy surgical otolaryngology setting. Collaborates effectively with experienced surgeons and audiologists to ensure comprehensive care that meets diverse patient needs.

- Managed patient assessments for a wide age range, applying in-office procedures while ensuring adherence to established protocols.
- Executed treatment plans collaboratively with surgery team members, enhancing overall care efficiency and effectiveness.
- Participated actively in surgical assists, strategically addressing potential challenges during operations to improve outcomes.
- Implemented staff wellness initiatives, positively impacting work-life balance and reducing workplace stress.
- Conducted follow-up evaluations for special needs patients, enabling continuity and quality of care throughout treatment.
- Collaborated in the creation of educational resources to empower patients about their health conditions and care options.

**Physician Assistant** January 2020 - May 2022  
Metro Health Clinic Lancaster, PA

Supported clinical operations for a leading ENT clinic, emphasizing delivering high-quality evaluations and fostering education among patients and families. Strengthened communication channels within multidisciplinary teams.

- Conducted thorough evaluations and developed treatment recommendations tailored to various ENT conditions affecting patients of all ages.
- Developed clinical protocols which streamlined ENT management processes, resulting in improved service deliverables and efficiency.
- Performed patient education sessions that improved understanding of treatments available and preventive measures.
- Led quality improvement efforts, making significant contributions toward enhanced safety and care quality within the department.
- Worked with providers to minimize referral wait times and align treatment pathways directly with patient needs.
- Participated in data collection initiatives focused on analyzing clinical outcomes for continuous improvement endeavors.

**Physician Assistant** July 2018 - December 2019  
Springfield Medical Group Reading, PA

Delivered essential patient-focused services in a high-intensity ENT environment, merging clinical assessment with operational excellence to achieve holistic care.

- Provided compassionate care by conducting detailed patient evaluations to ascertain needs and preferences before surgical interventions.
- Enhanced EMR usability through regular training and active participation in system optimization sessions.
- Engaged inhabitants via community outreach focused on clinic offerings and educational articles promoting ENT health best practices.
- Conducted pre-operative screenings to systematically address eligibility criteria ensuring preparedness for surgical procedures.
- Mentored interns and junior aides, boosting morale and performance through hands-on training and proactive mentorship.
- Contributed to transitioning to a new patient management system, markedly streamlining visit scheduling and aftercare follow-ups.

## LEADERSHIP & AWARDS

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- Outstanding Clinical Performance Award, University of Pennsylvania, 2018
- Dean's List, University of Pennsylvania, 2016-2018

## EDUCATION

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**Master's Degree in Physician Assistant Studies** 2018  
University of Pennsylvania GPA: 3.8 Philadelphia, PA

**Coursework:** Otolaryngology, Patient Care, Clinical Protocols, Surgical Procedures

## CERTIFICATIONS

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- PA-C Certification 📅 2018
- Licensed Physician Assistant 📅 2018

## TECHNICAL SKILLS

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- **EMR Systems:** Epic, Cerner, Meditech
- **Surgical Tools:** Electrosurgical Device, Suturing Instruments, Endoscopic Equipment
- **Diagnostic Equipment:** Audiometer, Otoscope, Tympanometer
- **Clinical Protocols:** ANCs, OSHA Guidelines, Universal Precautions
- **Educational Resources:** Patient Education Pamphlets, Online Webinars, Informational Video Series
- **Healthcare Software:** Epic, PointClickCare, IHC Records
- **Communication Tools:** Zoom, Microsoft Teams, Slack
- **Referral Management:** Internal Messaging System, Direct Scheduling Tools, Goal Monitoring Tools
- **Clinical Research:** Data Analysis Software, Electronic Lab Notebooks, Survey Platforms
- **Emergency Instruments:** Defibrillator, Oxygen Tank, First-Aid Kit

## SKILLS

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- Otolaryngology
- Patient Care
- Surgical Assistance
- EMR Proficiency
- Clinical Protocol Development
- Patient Education
- Assessment Skills
- Team Collaboration
- Quality Improvement
- Surgical Preparation
- Emergency Response
- Patient Management
- Treatment Planning
- Outreach Programs
- Analytical Skills

## PROFESSIONAL AFFILIATIONS

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- Member, American Academy of Physician Assistants
- Volunteer, Local Health Fair, providing free ENT screenings and education

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## 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