

Aubrey Austin

RN Care Coordinator

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📍 Charlotte, NC 28203

STRENGTHS

- 🔗 **Clinical Triage**
During telephone follow up, identified meaningful changes quickly and routed urgent findings with clear documentation.
- ♥️ **Patient Education**
Teach back made difficult medication and symptom guidance easier for families to use at home.
- ♥️ **Care Transitions**
Discharge planning connected equipment, appointments, medication access, and home support before patients left.
- 👥 **Resource Coordination**
When coverage or transportation became a barrier, connected patients with practical internal and community support.
- 🗣️ **Team Communication**
Physicians, nurses, case managers, and pharmacy partners relied on concise updates during complex care planning.

SKILLS

Care Coordination Nursing Process

Clinical Assessment

Telephone Triage

Patient Education

Discharge Planning

Care Transitions

Prior Authorizations

Prescription Refills

Referral Management

Durable Medical Equipment

Community Resources

SUMMARY

Registered Nurse Care Coordinator with five years of nursing experience across acute care, ambulatory follow up, discharge transitions, and complex patient education. BSN prepared and licensed as an active North Carolina Registered Nurse, with practical command of **clinical assessment**, triage, **nursing process**, care planning, documentation, and provider escalation. Coordinates multidisciplinary services for patients with complex cardiac and medical needs, including medication access, prescription refills, prior authorizations, referrals, **durable medical equipment**, **home health**, and community resources. Educates patients and caregivers about disease states, treatments, procedures, medications, insurance coverage, payment options, and continuing care. Partners with physicians, nurses, case managers, pharmacy teams, therapy staff, and families to support safe transitions. Contributes to QAPI reviews, regulatory compliance, and care plans that connect patients with timely services across settings.

EXPERIENCE

RN Care Coordinator

Carolina Regional Specialty Clinic 📅 January 2025 - Present 📍 Charlotte, NC

Coordinate longitudinal ambulatory care for adults with complex cardiac and multispecialty needs. Support treatment planning, triage, medication access, referrals, **patient education**, discharge follow up, and QAPI reporting across clinic and hospital teams.

- Coordinated **cardiac** care plans across ambulatory and hospital teams using focused assessments and **nursing process**.
- Performed telephone **triage** and pre visit histories, routing urgent changes to providers with concise documentation.
- Submitted **prior authorization** forms and refill requests, clarifying coverage with pharmacy and payer resources.
- Arranged referrals, diagnostic follow up, equipment, and post discharge visits after complex patient encounters.
- Taught patients and caregivers **medications**, warning signs, procedures, insurance options, and continuation of care.
- Shared recurring access and discharge themes during QAPI reviews, supporting reliable transition practices.

Registered Nurse, Medical Surgical

Mecklenburg Community Hospital 📅 June 2023 - December 2024 📍 Charlotte, NC

Provided **inpatient** nursing care for adults with multiple comorbidities while coordinating discharge readiness, education, medication access, home support, documentation, and quality reviews with interdisciplinary partners.

- Managed medical surgical care plans, reassessments, and provider updates for patients with multiple comorbidities.
- Coordinated discharge readiness with case management, pharmacy, therapy, and family caregivers.
- Connected patients with transportation, medication affordability, insurance, home services, and **community resources**.
- Educated families on diagnoses, medications, **procedures**, symptoms, and post discharge instructions.
- Prepared discharge records showing assessments, patient responses, pending needs, and transition arrangements.
- Contributed bedside observations during quality reviews focused on discharge communication and readmission risk.

Registered Nurse

Blue Ridge Medical Center 📅 September 2021 - May 2023 📍 Gastonia, NC

Insurance Support QAPI

Electronic Health Records

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● RN Care Coordinator at Carolina Regional Specialty Clinic (1.7 Years)

● Registered Nurse, Medical Surgical at Mecklenburg Community Hospital (1.5 Years)

● Registered Nurse at Blue Ridge Medical Center (1.7 Years)

Delivered direct **inpatient** nursing care on a high volume adult unit. Coordinated daily treatment, education, referrals, equipment, documentation, and transitions with physicians, **case managers**, rehabilitation staff, and caregivers.

- Completed inpatient assessments, medication administration, care plan updates, and response evaluations on a busy unit.
- Escalated clinical changes after reassessment and patient discussion, supporting timely treatment decisions.
- Aligned testing, **treatments**, education, and discharge milestones with physicians and interdisciplinary partners.
- Prepared patients and caregivers for procedures, medications, follow up, and warning signs.
- Confirmed **home health** referrals, equipment needs, caregiver readiness, and discharge documentation before transition.
- Maintained electronic records while following regulatory, infection prevention, and professional practice requirements.

PROJECTS

Complex Cardiac Transition Support 📅 2026

Created a practical coordination workflow for complex cardiac follow up, linking triage findings, medication access, referrals, equipment, patient teaching, and post hospitalization appointments.

Medication Access Coordination 📅 2025

Supported refill and prior authorization workflows by clarifying coverage needs, communicating with pharmacy resources, and helping patients continue prescribed therapies.

LEADERSHIP & AWARDS

- QAPI Contributor, supported reviews of discharge communication, access barriers, and readmission risk.
- Clinical Education Recognition, received positive feedback for clear patient and caregiver teaching.
- Transition Support Leader, became a trusted resource for complex discharge planning and follow up.

EDUCATION

Bachelor of Science in Nursing

University of North Carolina at Charlotte 🎓 GPA: 4.0 📅 2021 📍 Charlotte, NC

Coursework: *Nursing process, clinical assessment, pharmacology, health promotion, community health*

CERTIFICATIONS

- Registered Nurse, North Carolina Active License 📅 2021
- Basic Life Support, American Heart Association 📅 2026

TECHNICAL SKILLS

- **Clinical Nursing:** Nursing process, clinical assessment, care planning
- **Patient Triage:** Telephone triage, symptom review, provider escalation
- **Medication Access:** Prescription refills, prior authorizations, coverage review
- **Care Transitions:** Discharge planning, home discharge, post hospitalization care
- **Patient Education:** Disease education, medication teaching, teach back
- **Referral Services:** Internal referrals, external referrals, community resources
- **Medical Equipment:** Durable medical equipment, treatment equipment, home health
- **Clinical Documentation:** Electronic health records, assessment records, discharge reports
- **Quality Improvement:** QAPI, quality goals, best practices
- **Insurance Coordination:** Insurance coverage, payment options, medication benefits
- **Multidisciplinary Care:** Physicians, case managers, registered nurses
- **Regulatory Practice:** RN scope of practice, regulatory compliance, professional standards

PROFESSIONAL AFFILIATIONS

- American Heart Association, Basic Life Support credential holder.
- North Carolina Board of Nursing, active Registered Nurse license holder.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST