

Aubrey Austin

RN Care Coordinator

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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.

- **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