

CHRISTINA HEPPARD, NRCMA

CONTACT

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☎ (215) 459-4963
📍 Prospect Park, PA

EDUCATION

Vocational/Technical Certificate
BETA Training Services
06/1994 - 08/1994

Post-secondary education, no degree or certificate
Delaware County Community College
01/1989 - 05/1992

High school graduate or equivalency certificate (GED)
Upper Darby
09/1981 - 06/1986

SKILLS

- Phlebotomy
- Computer Knowledge
- Task Oriented
- Team Leader

OBJECTIVE

Seeking a permanent position utilizing my skills in a healthcare setting.

EXPERIENCE

Mercy Life West Philadelphia – Trinity health | Philadelphia, PA
UNIT CLERK/SCHEDULER 06/2022 - 01/2024

Scheduled appointments for participants, arrange transportation for doctor visits maintain insurance and authorizations. Scheduled procedures , create paperwork with medical information for participants to take with them to appointments. contact participants with dates and times of appointment. contact specialist office to obtain office notes, test results and maintain participants charts.

Mercy Life Sharon Hill - Trinity Health | Sharon Hill, PA
CLINIC AIDE- MEDICAL ASSISTANT 10/2017 - 06/2022

In charge of maintaining day-to-day activities in the clinic. Scheduled appointments for monthly appointments, sick visits, and annual examinations for participants with their PCP. Did all phlebotomy bloodwork and reported results to primary care providers. Obtained records from outside providers maintained participant charts obtain vital signs and recorded all information in the computer for the medical charts of the participants. Performed EKG Accu check and heart monitor checks. Assisted participants in breathing treatments, maintaining oxygen supply. Maintained exam rooms by cleaning stocking and performing routine control checks. In charge of all supplies for the clinic and clinic area by ordering and stocking the room and supply closets. Make sure all controls for various equipment were completed on a daily basis reported any concerns to the providers. Triage participants over the phone and in person and reported to RNs and PCP. Maintained records for all participants, documented and obtain medical records from other providers including test results, bloodwork office notes. Answered phones, documented in the participants charts. Ordered medical supplies for participants. Assisted nurses and primary care providers with patient care.

Mercy Physicians Network | Darby, PA
PATIENT SERVICE REPRESENTATIVE 02/2016 - 10/2017

Answering phones for a multi practice office, checking and verifying insurances, scheduling patients for office visits and scheduling patients for hospital procedures and test.

Mercy Fitzgerald Hospital | Darby, PA
PATIENT ACCESS CENTRAL SCHEDULER 09/2015 - 02/2016

Answering heavy phone volume.
Scheduling patients for outpatient testing
Verifying insurance and correct ICD 10 codes
Verifying patient demographics

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Home Instead Senior Care | Media, PA

HOME HEALTH AIDE 12/2011 - 01/2016

Personal care of clients in their home, including: assisting with grooming, shopping and errands. House cleaning and various duties assigned by client.

Mercy Fitzgerald Hospital | Lansdowne, PA

PATIENT CARE TECHNICIAN 12/2014 - 09/2015

Direct patient care including: vital signs, EKG, and phlebotomy. Personal care of patients in the hospital setting by bathing, toileting and transporting patients, answering call lights and charting information in the computer.

Delaware County Memorial Hospital | Upper Darby, PA

PATIENT CARE TECHNICIAN 08/2012 - 02/2015

Personal care of patients, including vital signs, bathing, feeding, answering call lights. Phlebotomy and EKG

Lankenau Hospital | Wynnewood, PA

MOTHER/BABY CARE TECHNICIAN 09/2009 - 03/2010

Direct care of Post-Partum mothers including: vital signs, phlebotomy, assisting with breast feeding. Care of newborn babies in the nursery. Answering patients calls, phones and doors.

Riddle Memorial Hospital | Media, PA

OB TECHNICIAN 09/2003 - 09/2009

Prepare and assist in the operating room during a cesarean section delivery. Set up delivery tables for vaginal deliveries. Stocking patient rooms and O.R. Answer phones and patients call lights. Order labs and test in the computer and transcribe doctors orders and create patient's charts. Assist with baby care in the nursery.

Bryn Mawr Urology | Bryn Mawr, PA

MEDICAL RECEPTIONIST 11/1994 - 06/1999

Answer phones, schedule patient appointments, chart retrieval, filing, transcribe doctor's orders. Create charts, schedule test and procedures. Check patients in and out for appointments, collect co-pays, put charges in the computer for electronic billing. Assist doctors with female patients. Set up procedure rooms for various procedures.

QUALIFICATIONS AND ACHIEVEMENTS

Computer knowlege

Task oriented

CPR Certified

CERTIFICATIONS AND LICENSES

Nationally Registered Certified Medical Assistant, National Association for Health Professionals

Issue Date: 01/01/2024 | Expiration Date: 01/2025

CPR Certified, American Heart Association

Issue Date: 11/01/2023 | Expiration Date: 11/2025

Certified Nursing Assistant, PA Nurse Registry - Pennsylvania

Issue Date: 05/01/1993 | Expiration Date: 05/2025

References are available upon request

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