

CORTNEY L. McLEOD, CCMA, CPT

111 W Church St., Hagerstown, MD 21740

Phone: (240)784-7525

OBJECTIVE: Certified Medical Assistant with experience assisting in a General/Urgent Medicine, Cardiology, Dermatology and serving patients in their homes. My scope of knowledge includes, but is not limited to minor in-office procedures, phlebotomy, first aid, BLS, assisting with daily living activities and household tasks, established record of reliability and creating positive rapport with patients, family and staff.

CERTIFICATIONS:

- *Certified Medical Assistant*
- *Certified Nursing Assistant*
- *CPR/First Aid*
- *OSHA Certified*
- *Certified Phlebotomy Tech*
- *First Aid/CPR/BLS*

SKILLS:

- *Understands mobility assistance needs*
- *Knowledge of commonly used concepts,*
- *practices, and procedures within the*

talent acquisition function

- *Demonstrated success in Applicant*

Tracking Systems (ATS) and reporting

capabilities

- *Able to lift 50+pounds*
- *Trained in grooming and bathing*

assistance

- *Calm and level-headed under duress*
- *Quick problem solver*
- *General housekeeping ability*
- *Medical terminology knowledge*
- *Proficient in multi-line phone systems*
- *Proficient in Word*

- Basic analytical skills with the ability to assess and present key data

- HIPPA
- Demonstrated proficiency with the

Microsoft Office suite Updating and

filling patient medical records

- Instructing patients about follow-up

home procedures, medications, and

special diets

- Managing patient insurance
- Managing medical offices and labs • Patient Vitals and Triage
- BLS
- Injections
- Venipuncture
- Aseptic sanitization

EXPERIENCE:

Cielo 2021-present

Specialized Talent Administrator & Coordinator

Responsibilities:

- *Responsible for providing support to the talent acquisition process through pre-hire and post-hire activities*
- *Expert resource for Applicant Tracking System (ATS)*
- *Handle complex recruitment and scheduling processes with hiring managers and high touch candidates*
- *Manage the offer process, including creating and routing offer letters for approval*
- *Lead independent discussions with Hiring Managers as needed*
- *Coordinate background, drug, and reference checking processes*
- *Arrange travel, transportation, and accommodation*
- *Coordinate all aspects of the on-boarding and off-boarding processes*
- *Provide other administrative support to Recruiters as needed*
- *Research and coordinate vendor processes and methods to identify and approve vendors*
- *Assist in the preparation of purchase order requests and project proposals*
- *When necessary, act as point of contact for vendor communications, including project start/end dates, extensions, and replacements*
- *Candidate Management and Application Tracking Systems (ATS) Management:*
- *Draft, edit and post positions in ATS accurately and within the specified timeframe(s)*

with proper approval channels

- *Ensure candidate follows appropriate workflow within ATS*
- *Send and collect responses through new hire and applicant surveys*
- *Assist with the administration, optimization and use of Applicant Tracking System*
- *Create and manage basic metrics reporting*
- *Recruitment Marketing:*
- *Create and implement recruitment marketing plans and strategy*
- *Utilize proprietary software for mobile and email campaigning to talent communities*
- *Track job posting information in a Recruitment Marketing Plan*
- *Post positions to external resources such as job boards, social networking sites, etc.*
- *Manage vendor relationship and interactions*
- *Process Improvement:*
- *Provide best practices and process improvements throughout the talent acquisition cycle*
- *Document process changes, such as process maps, team structure charts, detailed*

procedures, etc.

- *Identify and troubleshoot issues and escalate as appropriate*
- *Identify opportunities for improving both client and candidate experience and scheduling efficiency, make process recommendations to achieve operational excellence*
- *Track, report, and provide feedback on vendor performance*
- *Troubleshoot all vendor problems and present to management, as required*
- *Other duties as assigned*

Independent Medical Assistant

Worked with various clients in a Medical assistant role

2013-2019

- *Patient Intake, triage, and assessment*
- *Perform Point of Care testing*
- *Administer medications, orally and by injection*
- *Perform EKG's and Nebulizer treatments*
- *Administer Vaccinations by injection*
- *Assist with minor in-office procedures (ie; wound care, suture removal minor*

extractions)

- *Phlebotomy*
- *Set up rooms and trays for procedures, injections, laser treatment etc.*
- *Dressing wounds*
- *Prepare instruments for sterilization*

- *Clean and sanitize exam rooms*
 - *Stocking and inventory*
 - *Numbing (Topical) and preparing patients for procedures*
 - *Provide after care instructions for patients*
 - *PRP prep*
 - *Prepare Neurotoxins, fillers and other injectables for injection, as well as preparation of liquid nitrogen*
- *Assist Physician with minor in office surgery, injections, laser treatments, and suture removal*
- *Post treatment patient assessment*
 - *Scribe for Physicians*
 - *Set up, break down, cleaning and stocking rooms*
 - *Patient billing and scheduling*
 - *Perform Point of Care testing*
 - *Perform EKG's and Nebulizer treatments*
 - *Patient Counseling*
 - *Administrative and Front Desk duties*
 - *Maintain and update patient records and charts*
 - *Perform Stress Testing*
 - *Verify patient medications*
 - *Verify and call-in patient prescriptions*
 - *Follow up on patient billing (past-due)*
 - *Monitor patient blood glucose levels.*
 - *Plan, prepare, and serve meals to patient according to prescribed diets.*
 - *Direct patients in simple prescribed exercises*
 - *Apply preparations or treatments to patients*
 - *Accompany clients to doctors' offices, grooming appointments, and other errands outside the home, providing assistance, and companionship.*
- *Mobility assistance*
 - *Care for patients by changing bed linens, washing and ironing laundry, assisting with personal care.*
- *Worked in four sections of hospital ER, including triage, pediatrics, minor injury, mental health, and main ER.*
 - *Secure and provide appropriate medical business information to patients and families.*
 - *Identify, communicate and document information by way of portable computer work station.*

- *Receive co-pays, deductible and service payments and post amounts paid to customer accounts.*

- *Transmit information or documents to customers, using computer and mail. File and maintain patient records electronically.*

- Prepares instruments, supplies and protective devices for exam and testing prior to the visit.
- Rooms and prepares the patient for examination. This includes reviewing histories, allergies, medications, reason for visit and taking vitals.
- Per established standing orders of provider, orders/administers injections, orders/collects specimens for lab testing (ex. rapid strep tests) and performs phlebotomy as needed. Provides test results as directed by Provider.
- Provides patient instruction using pre-approved patient education materials specific to the chief complaint or for the health promotion of observed behaviors known to contribute to poor health, as directed by the provider.
- Prints after visit summary and completes discharge of patient from exam room. This may include scheduling a follow-up appointment, providing referral information or scheduling patients for testing procedures and providing instructions.
- Manages phone calls to patients regarding test/lab results and provides appropriate instruction for treatment, as directed by the provider.
- Processes medication requests/changes/refills per established written protocols. This includes having knowledge of medications, including basic dosages, side effects and interactions.
- Provides assistance with diagnostic procedures (ex. EKGs) and treatments (ex. Nebulizer treatments) as directed by the provider. This includes obtaining specimens, labeling and disposition to the laboratory and explaining diagnostic procedures to patient as needed.
- Manages sample medication according to organizational policy and procedure.
- Orders and maintains adequate but not excessive medical supply inventory.
- Collects and documents urine drug screens in compliance with regulations.
- Prepares the progress note for the patient visit by manually bringing in provider-built EPIC

documentation tools for the following sections: history of present illness, review of system, physical exam, assessment and plan. Ensures health maintenance section (including quality reporting measures) and immunizations are up to date.

- Populates patient-reported information into provider-built EPIC documentation tools for the specific disease states and preventative visits.
- Communicates a summary of the patient-reported information to the provider prior to entry of the room or within the room with the patient present.
- Accurately and thoroughly documents the encounter with the patient as it is being performed by the provider, which may include documentation in the following sections: problem list, history of present illness, review of systems, physical exam, assessment and plan, procedures and treatments performed by the team, patient education, orders, medications, referrals, explanations of the risks and benefits, and instructions for self-care and follow-up. Identify the portions of the encounter that were scribed on behalf of the provider using the scribe signature per policy.
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- Assists patients as needed with walking transfers, dressing, collecting specimens &

preparing for exam, etc.

- Gets DMEs for doctors or nurses
- Fulfills environmental responsibilities as assigned that may include setting up instruments

and equipment according to department protocols

- Cleaning exam/procedure rooms, instruments, equipment between patient visits to maintain infection control; cleaning sterilizer according to scheduled maintenance program

- Keeping appropriate records; ordering, sorting, storing supplies; and restocking

exam/procedure rooms

- Position requires coverage for other locations on an as needed basis
- Takes and records patients' vital signs before and after procedures.
- Assists doctors with various procedures and provides materials and guidance as needed.
- Unpacks supply deliveries and stores away items as directed
- Assists members of clinical support staff and physicians with all duties as necessary and

appropriate. (includes patient care, post-op phone follow-up calls and other patient phone

calls, medication updates)

- Documents all phone calls and actions appropriately in EMR.
- Identifies OSHA issues and communicates for correction.
- Receive and process e-prescription request from the pharmacy
- Call-in and submit patient medication to pharmacy as instructed by provider
- Build great relationship and rapport with patients/callers
- Contact insurance companies to receive prior authorization for medication
- Correspond with providers through electronic medical record system (eClinicalWorks)

regarding patient activity

- Answers patient inquiries regarding general medical questions
- Obtain necessary personal and clinical information from patients
- Accurately document telephone encounters
- Receive test results from providers through telephone encounters
- Contact patients by phone in a timely manner, ensuring test results are conveyed

accurately and privately following all HIPAA regulations as instructed by the patient record

- Transfer patient calls to appropriate personnel for further assistance, as needed
- Administer questionnaire portion of annual wellness visit in person
- Use practice management system/electronic medical record to identify and schedule

eligible patients

- Call patients to schedule annual wellness visit appointments

- Enters accurate information for appointment scheduling, rescheduling, cancellation and comment entry
- Maintains good rapport with referring physicians, secretaries and clinical site staff
- Screen patients/generating physician reports

Office of James G. Richeson D.D.S., Washington D.C.

Dental Assistant/Office Manager/Lab Tech January

- *Answering phones and scheduling patient appointments*
- *Filling and updating patient records*
- *Managing Dentist calendar*
- *Setting up exam rooms for procedures*

2005-February 2009

- *Assisting Dentist with patient exams and procedures*
- *Cleaning and sanitizing exam rooms and instruments, setting up office for the following day Closing office procedures*
- *Developing x-rays*
- *Making molds and models of patient's teeth*
- *Fabricate night guards, bleaching trays, etc.*
- *Accepted payments from patients as well as insurance companies*

EDUCATION:

Becksford Health Services, *Baltimore, MD Phlebotomy Externship – Capitol Surgical Center, Bethesda, MD Medtech Institute, Silver Spring, MD*
Assisting

Cambridge School of Nursing, *Gaithersburg, MD • 3.8/4.0 GPA – CNA Certificate Earned*

April 2017 May 2015-June 2015 Extern

November 2014-June 2015 Medical November 2012-February 2013