

Dynamic nursing professional with extensive experience in telehealth nursing, adept at delivering exemplary care to diverse patient populations. Proficient in conducting thorough patient assessments, offering informed care recommendations, and effectively managing high call volumes, consistently achieving top-tier quality assurance ratings. Demonstrated ability to maintain composure and efficiency under pressure, successfully handling multiple calls per hour while prioritizing patient safety and satisfaction. Skilled in leveraging clinical expertise and strong communication abilities to provide trustworthy, empathetic telehealth consultations. Proven track record of navigating complex computer systems with ease. Dedicated to optimizing patient outcomes and operational efficiency in remote Telephone RN role.

Areas of Expertise

- Telehealth Nursing
- Patient Care
- Clinical Protocols and Guidelines
- Emergency and Critical Care Nursing
- Electronic Health Records (EHR)
- High-Quality Patient Care and Safety
- Healthcare Management
- Labor and Delivery
- Patient Assessment and Triage

Professional Experience

TriageLogic, Remote
Telephone RN

Jul 2023 — Present

Provide comprehensive telehealth nursing services to patients across multiple states, utilizing Compact RN license to triage diverse patient population from newborn to geriatric. Utilize expert historian skills to document patient interactions thoroughly and provide accurate triage assessments. Offer appropriate care recommendations based on symptoms, adhering to established protocols while exercising discretion to escalate care when necessary. Maintain efficiency under pressure to meet call time averages, ensuring prompt and effective patient communication.

- Consistently handled 3-4 calls per hour, demonstrating exceptional efficiency and time management.
- Achieved 97-100% QA grade on all calls, reflecting dedication to safe and effective patient triage.
- Consistently provided timely and trustworthy patient care, leveraging expert computer skills to enhance service delivery.
- Upheld highest standards of telehealth nursing, ensuring patient satisfaction and safety through meticulous attention to detail and protocol adherence.
- Fostered patient trust and confidence by delivering empathetic and professional telehealth consultations.

Betsy Johnson Hospital, Dunn, NC
Registered Nurse in Labor & Delivery

Oct 2020 — Jun 2023

Provided comprehensive nursing care in Women's Center and Special Care Nursery, ensuring safety and health of laboring mothers, postpartum women, and neonates. Managed delivery process, from spontaneous vaginal births to cesarean sections, and provided post-operative care. Maintained proficiency in handling antepartum, postpartum, and neonatal emergencies through regular training simulations. Supported neonatal resuscitation per NRP guidelines and assisted with breastfeeding and specialized feeding for infants with dietary needs. Offered dedicated care for premature infants and those requiring level 2 NICU services, utilizing "Eat, Sleep, Console" method for NAS scoring and managing withdrawal symptoms in neonates.

- Assisted with average of three or more deliveries per shift, skillfully handling cases involving maternal drug use, homelessness, and fetal complications.

- Expertly supported 75% of women lacking prenatal care, minimizing risks and ensuring well-being of both mother and child.
- Demonstrated proficiency in electronic health records by effectively utilizing EPIC charting system to document patient care.
- Upheld critical certifications including BLS, NRP, STABLE, and Intermediate Fetal Heart Monitoring to provide highest standard of care.
- Contributed to hospital's commitment to quality care by staying current on training for various obstetric and neonatal complications.

Registered Nurse, Cary, NC
Cynthia Gregg Face & Body Specialist

Mar 2022 — Dec 2022

Supervised comprehensive care for outpatient surgical patients in field of plastic surgery, encompassing pre-operative, peri-operative, and post-operative stages. Assisted in post-operative care appointments, including suture removal and wound care. Conducted thorough screenings of patient health histories, reviewed lab results, and ensured all pre-operative testing was completed and results were accurately communicated to surgical provider for final approval. Maintained up-to-date knowledge on post-operative complications and malignant hyperthermia protocols, ensuring patient safety and adherence to best practices.

- Efficiently handled 20-30 daily calls for pre-operative education and post-operative follow-ups, while also circulating for 2-3 surgical procedures within same workday.
- Demonstrated expert computer skills in managing health information and patient records, contributing to enhanced operational efficiency.
- Provided critical support in patient education, significantly reducing post-operative complications through diligent communication and care.
- Streamlined process of patient preparation and recovery, ensuring smooth transition from admission to discharge.
- Maintained high standard of patient care by staying current with latest nursing practices and protocols in outpatient plastic surgery.

Integris Canadian Valley Hospital, Yukon, OK
Registered Nurse in Labor & Delivery

Nov 2017 — Aug 2020

Orchestrated comprehensive nursing care in Women's Center and Special Care Nursery, specializing in labor, postpartum, and neonatal care. Managed spontaneous vaginal deliveries, cesarean sections, and post-operative recovery for patients undergoing cesarean sections and bilateral tubal ligations. Ensured adherence to Malignant Hyperthermia protocols and effectively identified and managed labor, postpartum, and neonatal complications. Advocated for neonates in accordance with NRP guidelines throughout delivery and postpartum phases, supporting both mother and infant. Contributed to successful attainment of Baby Friendly status for facility by actively participating in Baby Friendly survey and promoting breastfeeding care. Provided critical level 2 NICU care for premature infants and those with transitional difficulties in Special Care Nursery.

- Successfully advocated for neonates and mothers, ensuring adherence to NRP guidelines and contributing to facility's achievement of Baby Friendly status.
- Demonstrated expertise in managing range of birthing scenarios, including spontaneous vaginal deliveries and emergency cesarean sections.
- Delivered high-quality post-operative care to patients recovering from cesarean sections and bilateral tubal ligations.
- Maintained up-to-date training in Malignant Hyperthermia, enhancing patient safety and care standards.
- Provided specialized level 2 NICU care to premature infants and those with birth transition challenges, ensuring optimal outcomes.

Additional Experience

Registered Nurse in Labor & Delivery/Women's Center, Great Plains Regional Medical Center
Advanced Nurse Tech in Labor & Delivery/Women's Center, Great Plains Regional Medical Center
Certified Nursing Assistant, Corn Heritage Village Long-Term Care Facility
Secretary, Great Plains Driving & Diving

Education

Bachelor of Science in Nursing

SWOSU's School of Nursing

- 2014 Winona Madison Scholarship Recipient
- 2014 Dean's Scholarship Recipient
- 2014-2015 Continuing Student Scholarship Recipient
- 2014-2015 Who's Who Among Students In American Universities and Colleges Award Recipient
- Sigma Theta Tau Member of 2015
- President's Honor Roll 2010-2014
- Dean's Honor Roll 2015

Perinatal Nursing Boot Camp

St. Anthony's Hospital

Associate of Science in Nursing

Southwestern Oklahoma State University

Registered License

Oklahoma Board of Nursing: Licensed Registered Nurse, Compact, Multi-State License.