

Vanessa Henderson

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Seeking employment as a diligent well rounded individual to join a staff in an office setting or team where I can utilize my extensive office experience and passion for customer interaction.

Willing to relocate to: North Carolina

Authorized to work in the US for any employer

Work Experience

Office Manager/Medical Assistant

Restart Health & Wellness - Waterbury, CT

May 2021 to Present

- Orient and train new staff on policies and procedures
- Maintain employee attendance and flow of office of 20+ employees
- Make/change patient appointments and handle incoming office complaints
- Communicate with drug reps for providers
- Prior authorizations for services and medications/ insurance verifications
- Process medical records and faxes
- Manage work provided to employees
- Monitor paid time off and vacation time /coverage
- Manage payroll
- Perform vitals and urine screens at the discretion of the medical provider .
- Communicated with all vendors or reps

Medical Assistant

Cheshire Dermatology - Cheshire, CT

September 2020 to May 2021

- Responsibilities/ Performance Highlights:
- Room patients
- prepare charts
- Measure vital signs
- Schedule appointments/ Moh's surgery if needed
- Verify insurance
- Call in medication refills
- Restock patient rooms
- Scribe for physicians
- Assist with prior authorizations and insurance verification
- Assist patients with wound care and instructions
- Assist provider with in office procedures and biopsies

Senior Medical Assistant

Vein Clinics of America - North Haven, CT

July 2017 to September 2020

- Responsibilities/Performance Highlights:
- Perform standard tasks such as: blood pressures, confirming demographics and updating patient information
- Maintain relationships with patients through follow up phone calls and assisting in scheduling appointments
- Assist doctor and office manager with data and chart entries
- Work closely with doctor to dictate office flow
- Order and maintain approved office supplies
- Answer call lights as needed
- Assist patients through as well as set up sterile procedures
- Gather supplies for the doctor per request
- Set up numerous sterile fields in a day per the busy schedule
- Assist the front staff with authorizations for procedures and appointments
- Manage employee sick time and vacation
- Overlook other medical assistants within the office and help as needed
- Communicate with vendors

Senior Medical Assistant

Community Health Center - New Britain, CT
2011 to 2017

- Responsibilities/ Performance Highlights:
- Performed all of the standard tasks; prepared patients for routine examinations, recorded test results in patient charts.
- Maintained medical histories and interviewed patients to update or verify information.
- Took blood pressure, temperature, and weight as required before/after and during examination.
- Made schedules of desired appointments and performed general front-desk tasks; recording messages, writing patient summaries, answering calls, taking messages, as well as duties in infection control and purchasing of office and medical supplies.
- Gathered employees for team building and huddles
- Strong knowledge of insurance qualifications and billing
- Scheduled hospital case surgeries based on provider .
- Billed patient insurance for medical services performed
- Provided patients with information they inquired about their treatment.

Education

Some college

Albertus Magnus College - New Haven, CT
August 2008 to May 2010

Skills

- eClinicalWorks
- Experience Administering Injections
- EMR Systems

- Insurance Verification
- Epic
- Medical Billing
- Medical Office Experience
- Medical Scheduling
- ICD-10
- ICD-10
- Leadership
- Customer service
- Payroll
- Epic
- Office management
- Medical records
- EMR systems
- Documentation review
- Vital signs
- HIPAA
- Medical terminology
- Typing
- Medical scheduling
- Organizational skills
- Administrative experience
- Medical administrative support
- Communication skills
- Data entry
- Medical office management
- Schedule management
- Microsoft Excel

Certifications and Licenses

CPR Certification

BLS Certification

Additional Information

Over 10 years of commended experience in the medical assistant/ leadership office roles, I obtained more knowledge and have been introduced to new things within the clinical aspect while also having the same level of experience with front-desk and administrative responsibilities as well.

Key Skills, Core Competencies and Strengths

- Dedication to working with physicians and patients.
- Organized and professional, good bedside manner, friendly, outgoing, positive personality directed at patients and staff.
- Customer focused and team-worker.
- Communication skills: Reports to upper management as needed or per protocol, communicates with visitors, assists patients as needed.
- Working standing or sitting for long periods of time at a fast pace.
- EMR (ModMed, ECW,Epic)