
Call Center Nurse Resume

Job Objective

A Call Center Nurse job that allows for the growth of the position within the hospital to develop it as well.

Work Experience:

Call Center Nurse, August 2005 – Present
PeaceHealth, Maryland Heights, MO

- Provided telephonic advice to members.
- Ensured adherence to all company policies concerning the preauthorization process.
- Educated members and providers on the authorization process.
- Communicated to assigned supervisor all cases needing a higher level of intervention.
- Documented all pre-certifications and authorization requests.
- Supervised non-clinical team members.
- Participated in Quality Improvement processes.

Call Center Nurse, May 2000 – July 2005
Los Alamos Medical Center, Maryland Heights, MO

- Documented all calls to meet requirements of management and regulatory compliance.
 - Coordinated interdepartmental communication for integration purposes.
 - Assisted members in problem resolution.
 - Conducted initial assessments within designated timeframes on patients identified as having complex case management needs.
 - Prioritized care needs, set goals and developed initial plan of care.
 - Ensured compliance to local, state, and federal laws and regulations.
 - Participated in Ethics and Integrity education programs.
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Summary of Qualifications:

- Outstanding experience in direct patient care within ambulatory setting
 - Deep Knowledgeable in Medicare, JCAHO, and Dept. of Health regulations pertaining to ambulatory care
 - Wide knowledge of the different disciplines and disease states
 - Ability to provide services in an environment that involves multiple health care systems
 - Ability to interact with all relevant components of the health care system
 - Ability to provide services that deal with the individual's broad spectrum of needs
 - Excellent verbal and written communications skills
 - Strong decision making and telephone skills
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Education:

Bachelor of Science in Nursing, Midwestern State University, Wichita Falls, TX

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