

Stephanie M. Martinez

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Professional Summary

Innovative, passionate, and flexible Medical Assistant with more than twenty years of experience in primary care and urgent care environments. My broad clinical and administrative skill set, coupled with my knowledge of clinical management and healthcare policy, has prepared me to join a dynamic care team in a fast-paced atmosphere.

Professional Experience

Ambulatory Trainer and Development Coordinator Cambridge, MA 11/19/2021-present(Promotion)

As a Registered Medical Assistant I now orient new hires onboarding to CHA. I follow the Medical Assistants closely with training and annual competencies. I create workflows and practice alerts to improve patient care. Monitor healthstream and assign modules. I Maintain and revise orientation and annual competency content to reflect changes in practice and policies. In collaboration with the clinical manager, I perform ongoing evaluation of non-licensed staff including progress in orientation and annual competency evaluation. I Maintain orientation and annual competency documentation as required by the Joint Commission, DPH and other regulatory agencies. I Validate orientation and ongoing competency assessment of non-licensed staff including but not limited to: a. Vital signs (pulse, temperature, respiration, blood pressure) b. Waive testing c. Phlebotomy d. EKG e. Body mechanics f. Pulse Oximetry I Validate competency for staff related to AHA Basic Life Support for Healthcare Providers.

Under the direction of the clinical manager, coordinates AHA Basic Life Support Program including the online AHA program, record keeping, equipment, and tracking individual certification. I Assist with coordination of team training provided by the central ambulatory team. I Validate team training competencies of unlicensed staff by completing team observations.

I participate in the development of workflows and competencies required for medical home transformation

Identifies the unique needs and implements appropriate interventions for the age specific categories of: a. Neonate b. Pediatric c. Adolescent d. Adult (18-59) e. Geriatric (60+) I Integrate growth and development needs into the delivery of patient care to the populations served. Use communication methods appropriate for the patient developmental stage.

Accurately evaluates the patient's ability to follow directions for completion of treatment. Identifies and manages any special issues, concerns and risks for age specific populations.

CHA, Cambridge Family North Cambridge, MA 12/15/19-11/18/2021

Promotion within CHA organization. Leads MA clinical team, manages schedules, implements training. Works with leadership for improvements. Quality improvement team. Pilot new workflows. Streamline Asynchronous care. I also manage daily schedules and training. During COVID worked at a triage center and did outreach to patients. I follow joint commission standards and regulations. In 2021 with my efforts we passed our survey.

CHA, Broadway Somerville, MA 10/29/2018-12/12/19

Manages the Suboxone Clinic at Broadway-Supports patients and providers with addiction management. Along with support at the Broadway clinic, we support patients who have homelessness.

Lead Medical Assistant, Mount Auburn Medical Associates, Watertown, MA, 08/23/00 – 10/15/2018

Provide direct clinical and administrative support to Dr. Barbara Spivak, President of the 500-member physician organization Mount Auburn Cambridge Independent Practice Association (MACIPA). Significant achievements include:

- Lead Medical Assistant & Clinical Supervisor (2008 – Present)
 - Work closely with practice manager on recruiting, interviewing, staffing, and evaluating employees
 - Train new employees from start to finish on office work flows, policies, and standards of care
 - Supervise office in the practice manager's absence and float to other departments to address staffing needs
 - Design and implement office policies on blood pressure monitoring, injections, and medication administration
 - Provide continuing education instruction and go-to support for all miscellaneous clinical issues
- Quality & Safety Expert
 - Highly proficient in patient outreach and tracking to ensure compliance with office visits and tests
 - Guided Dr. Spivak's patient population to the 91st percentile among all MACIPA physicians for overall quality
- Epic Super User (2016 – Present)
 - Completed 60 hours of clinical staff and front desk Epic training as well as an additional 20 hours of training on how to teach Epic to other medical professionals

- Mount Auburn Hospital Dignity Team (2014)
 - Biweekly improvement team initiative that aimed to better patient-employee relationships
 - Completed training course on identifying and working with LGBTQ patients
- Patient-Centered Medical Home Certification Team (2011 & 2014)
 - Worked closely with hospital administration to implement office policies to satisfy certification requirements

Further clinical expertise includes:

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| ● Phlebotomy | ● Diabetic Teaching | ● Electrocardiograms |
| ● Triage patient communications | ● Wound Care | ● Osteoporosis Management |
| ● Depression Management | ● Medication Administration | ● Injections |
| ● Spirometry | ● Eye Exams | ● Point of Care Testing |
| ● Staple & Suture Removal | ● Ear Lavage | ● Patient Rooming |
| | | ● Instrument Cleaning |

Additional administrative competencies include:

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| ● Prior Authorizations | ● Test Booking & Tracking | ● Referral Processing |
| ● Ordering Tests & Procedures | ● New Patient Registration | ● Entering ICD-10 Codes |
| ● Managing Multiple Phone Lines | ● Check-in/Check-out | ● Ordering Medical Supplies |
| ● Processing Lab Letters | ● Handling Minor IT Issues | ● Prescription Management |

Medical Assistant, AFC Urgent Care, Watertown, MA, 2016 – 2017

Employed part-time at local urgent care clinic to expand clinical toolbox. Position responsibilities included:

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| ● DOT Physical Prep | ● Travel Vaccines | ● Drug Screens |
| ● Rapid HIV Testing | ● Rapid Mono Testing | ● Rapid Flu Testing |

Certifications & Skills

AMT Certified March 2021- Fulfill 3 year continuing education credits yearly to maintain national certification

Registered Medical Assistant, American Registry of Medical Assistants, 2016 – 2018

EMR Proficiency: Epic (2016 – Present), eClinicalWorks (2007 – Present), Meditech (2000 – 2017), IDX (2000 – 2017)

Education

Georgia School of Health, Athens, GA

- Medical Assistant Certification Program, 1999

Hart County High School, Hartwell, GA

- High School Diploma, 1998

SNHU, present

- working towards a Bachelor's degree in Medical Administration