Stephanie Bates

Dedicated and driven to treat each and every client with compassion and honesty. Looking to grow in professionalism as I continue to pursue my education in Nursing.

Cleveland, Tennessee
(423) 819-0654
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EXPERIENCE

Crawfors's Pharmacy, Cleveland, Tn — *Pharmacy Clerk*

June 2021 - July 2022

Provide quality clerical support through data entry,document management, email correspondence and overseeing operation of office equipment.

Interacted with customers by phone, email, or in-person to provide information

Communicate with patients to collect information about prescriptions and medical conditions or arrange consultations with pharmacists.

Establish and maintain patient profiles, updating organizational databases with current information.

Cleveland Medical Associates, Cleveland, Tn — *Receptionist/Scheduler*

June 2022 - December 2022 (resigned due to Jersey College)

Verifying with other providers and facilities about patient inquiries

Efficient in ATHENA and EClinicalWorks

Knowledge of the ACO, CMS and other Value Based Care Programs

Tennova Healthcare, Cleveland, Tn — *Patient Care Tech/ Unit Clerk, PRN*

May 2023 - February 2025

Aiding nurses

Bathing patient

Liening changing

Arranging transportation for discharges

Admitting patients

Printing consents

Vitals

Assisting in wound care including diabetic

Understanding of a Value Based Care System within a hospital environment

SKILLS

Secure storage of medication
Answering and routing calls
Addressing customer inquires
Payment processing
High-volume environments
HPI collection
HIPAA efficiency
Multi-tasking
Reliable
Scheduling patient s within guidelines of providers
Record keeping
Phone professionalism
BLS certified
Vitals
Value Based Transactions by handling credit and cash payments using the pharmacy system
Navigating the EMR system-both administrative and clinical
Creating and distributing patient cases within the EMR in a timely manner
Efficient in scheduling including last minute cancellations, provider PTO and quick adjustments
Knowledge of insurance care

EDUCATION

Bradley Central High School, Cleveland, Tn — *High School Diploma*

August 2017 - May 2021

Honor Roll 2017-2021

3.8-4.0 GPA 2017-2021

Bradley Central FFA Member and Leader

Ranked 71 out of a class of 400

Extracurricular Activities: equine judging,livestock judging, parliamentary procedure,equine exhibition,swine exhibition,bovine exhibition.ovine exhibition.poultry judging and public speaking

Head manager to FFA Greenhouses

Held FFA officer treasurer position for junior and senior year

Cleveland State Community College, Cleveland, Tn — *Associate of Science- Allied Health/Nursing*

August 2021 - December 2022

Honor Roll Spring 2022

3.0+ GPA

Jersey College School of Nursing, Cleveland, Tn — *RN Candidate*

January 2023 - December 2023

Lee University, Cleveland, Tn — *Pre-Nursing Student*

August 2024 - Current