

JACKSON TURNER

Clinical Support Specialist

PROFESSIONAL SUMMARY

With a decade of experience in clinical support, I excel in optimizing patient care through effective communication and process improvement. My expertise includes managing clinical documentation, training healthcare teams, and ensuring compliance with healthcare regulations. I am passionate about enhancing patient outcomes and fostering a collaborative environment.

WORK EXPERIENCE

Clinical Support Specialist

Mar / 2019-Ongoing

Blue Sky Innovations

T Chicago, IL

- 1. Engaged with patients via telephone to provide critical support regarding health information and concerns.
- 2. Maintained comprehensive records of patient interactions, ensuring accurate documentation and follow-up.
- 3. Gathered and recorded essential information to facilitate referrals to healthcare professionals.
- 4. Distributed educational materials to patients to enhance understanding of clinical processes.
- 5. Investigated and addressed patient concerns, ensuring timely resolution and satisfaction.
- 6. Executed tasks with precision and minimal supervision, consistently meeting deadlines.
- 7. Motivated self to achieve performance targets, contributing to team
- 8. Adhered to patient confidentiality policies, safeguarding sensitive information.

Clinical Support Specialist

Mar / 2015-Mar / 2019

Silver Lake Enterprises

- **耳** Seattle, WA
- 1. Enhanced tracking systems for chronic disease management, significantly improving patient follow-up.
- 2. Reviewed and processed consent forms to ensure compliance with regulatory standards.
- 3. Managed appointment scheduling and resolved patient inquiries to maintain clinic efficiency.
- 4. Oversaw medical records for multiple providers, ensuring accuracy and timely access to information.
- 5. Supported clinical workflow by collaborating with patients, staff, and providers.
- 6. Coordinated timely chart scanning into the electronic health record system.

EDUCATION

Bachelor of Science in Health Sciences

∰ Mar / 2012

Mar / 2015

University of Health

耳 Seattle, WA

Focused on health systems and patient care management.

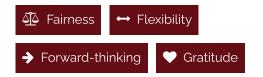
SKILLS

Bilingual Communication Data Entry Patient-centered Customer Service 10 Data Analysis 8 Patient Intake 10 Health Education

INTERESTS

Fashion **Gaming** Film Film Technology

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- mplemented a new patient tracking system that improved follow-up rates by 30%.
- Trained over 50 staff members on clinical documentation best practices, enhancing compliance.
 - Streamlined patient intake processes, reducing wait times by 25%.