

ROBERT SMITH

Discharge Coordinator

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Accomplished Executive, experienced in operations, policy and procedure, with a consistent record of success enhancing and developing quality service and organizational value in diverse organizations. Proficient in identifying untapped markets and business opportunities, inclusive of above margin double-digit gross profit, P & L oversight, and proficiency in scripting complex narratives, research, statistical analysis and reporting.

JUNE 1997 - JULY 2001

DISCHARGE COORDINATOR - ABC CORPORATION

- Trained in Behavioral management crisis management, de-escalation and restraint techniques.
- Transitioned to senior mental health counselor, where I was responsible for supervision of rehabilitation staff, training, scheduling, developing staff skills to better meet self and client needs.
- Extensively collaborated with county providers i.e. Psychologists, Psychiatrists, Conservators, Attorneys, Family members, Nutritionists and Regulators.
- Maintained positive relationships with community resources/referrals, and represents the facility in a professional manner.
- Obtained medical records from other providers, verified insurance benefits and explained procedures to patients.
- Trained new employees Built relationships with patients and staff Functioned as a valued team member Skills Used Excellent customer service skills as well as both oral and written communication.
- Provided clients with community resources.

1994 - 1997

DISCHARGE COORDINATOR - DELTA CORPORATION

- Provide IMM letters to Medicare patients Set up any out patient services needed for patients Scan Medicare letters into our computer system Data entry.
- All other duties assigned per case manager and social worker.
- Coordinated aftercare plans for patients by working with their psychiatrists, social workers, outpatient treatment teams, and family members .
- Clean patient rooms after discharge from hospital Grounds and Landscaping General Maintenance.
- Works with patients, families, physicians, staff, community providers and managed care companies to identify and implement discharge planning .
- Verifies benefits to connect patients with appropriate aftercare plans and entitlements, ensuring a smooth transition through the continuum of care.
- Schedule outpatient appointments.

EDUCATION

Master Of Science

SKILLS

Critical Thinking, Crisis Management, Team Building, Team Leadership.