

# EMMA JOHNSON

## Unit Secretary

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### PROFESSIONAL SUMMARY

Results-driven Unit Secretary with 5 years of comprehensive experience in fast-paced healthcare environments. Proficient in managing patient appointments, maintaining meticulous medical records, and ensuring fluid communication among medical staff and patients. Passionate about optimizing administrative processes to enhance patient care and operational efficiency.

### WORK EXPERIENCE

#### Secretary (Unit Secretary)

Seaside Innovations

📅 Jan / 2021-Ongoing

📍 Santa Monica, CA

1. Distributed daily updates to department heads, ensuring alignment on patient care activities.
2. Coordinated and confirmed patient appointments, including transportation arrangements when necessary.
3. Communicated daily schedules to patients, families, and medical staff, creating informative patient packets for outside referrals.
4. Assisted nursing staff by answering patient calls, directing families, and supporting patient mobility during activities.
5. Retrieved and organized medical records in accordance with procedural requests.
6. Reviewed monthly vital signs for completeness, ensuring accurate documentation in patient charts.
7. Monitored Treatment Administration Records for compliance, filing them accurately in patient medical records.

#### Unit Secretary

Summit Peak Industries

📅 Jan / 2020-Jan / 2021

📍 Denver, CO

1. Verified patient information, ensuring accuracy in all documentation.
2. Placed appropriate labels on charts, including DNR and allergy notifications.
3. Organized supply storage on the unit to maintain an efficient work environment.
4. Maintained office supply inventory, ensuring availability and organization.
5. Collected and distributed mail for the unit, ensuring timely communication.
6. Managed office supply orders, maintaining optimal stock levels.
7. Answered phone calls professionally, accurately taking messages for staff members.

### EDUCATION

#### Associate of Applied Science in Medical Office Administration

Everest College

📅 Jan / 2019-Jan / 2020

📍 Denver, CO

Focused on administrative skills in a healthcare setting.

### SKILLS

Microsoft Word

PowerPoint

3M Software Proficiency

Office Administration

### ACHIEVEMENTS

- ★ Streamlined patient appointment scheduling, reducing wait times by 20%.
- ★ Improved medical record accuracy by implementing a new filing system, enhancing retrieval efficiency.
- ★ Facilitated communication between departments, resulting in a 30% increase in operational efficiency.