
HEIDEE ZAMORA

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PROFESSIONAL SUMMARY

Certified Nursing Assistant with over 20 years of experience in providing exceptional care to pediatric, Alzheimer's, and developmentally disabled patients. Demonstrates a visionary approach to patient care, focusing on building strong rapport and delivering comprehensive patient education. Known for a positive attitude and professionalism, excels in patient evaluation, advocacy, and hospital administrative functions, ensuring superior patient outcomes and satisfaction.

SKILLS

- Tube feedings and medications familiarity
- Medical office administration
- Dementia, Alzheimer's and Developmental disabilities knowledge
- Recording Vital Signs
- Preparing Meals
- Documenting Behaviors
- Companionship and Emotional Support
- Direct Patient Care
- Efficient and reliable team player
- Medical Records Management

WORK HISTORY

Certified Nursing Assistant, 10/2021 to Current

Baptist Medical Center Beaches – Jacksonville, FL

- Duties included assisting with hygiene and elimination needs, taking vital signs, glucose checks, venipuncture, monitoring intakes & outputs, interacting with patients providing a safe environment in achieving their goal in wellness. Additionally, identified opportunities to improve patient flow and throughputs within the unit by 90%
- Displayed strong clinical skill, in assessing vital signs, obtaining lab samples, assisting in patient admission/discharge, and providing post-operative care.
- Ensured accurate and timely flow of information by maintaining patient records and updating clinical team on patient status.
- Selected to train new nursing assistants with compliance and training focused on minimizing patient discomfort, prioritizing 100% patient safety, and complying with HIPPA standards.
- Evaluated patient to identify and address wounds behavioral concerns and medically relevant symptoms.

Certified Nursing Assistant/Individual Provider for Autistic client, 11/2019 to 10/2021

Department of State Health Services – Renton, WA

- Establish and maintained one-on-one interpersonal relationship with patients, strengthening trust within patient relations.
- Engage client with gentle activities including talking walks, working puzzles, and reading.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Provided patients and families with emotional support and instruction in preparing healthy meals, independent living, and adaptation to disability and illness.
- Created budget plans, purchased, prepared, and served meals to patients according to prescribed diets.
- Performed a variety of duties as requested by clients, such as obtaining household supplies and running errands.
- Accompanied clients to doctors' offices and on other trips outside the home, providing transportation, assistance, and companionship.
- Communicated with client's parents or guardians and case manager about daily activities, behaviors, and related issues. Maintained records, condition, progress, or problems to report and discussed observations
- Check patients' pulse, temperature, and respiration to ensure there are no health concerns.
- Administer prescribed medications, under the written direction of physician or as directed by homecare nurse.
- Supported client's emotional and social development.

Staff Assistant, 06/2016 to 07/2017

Department Of Children's and Families – Jacksonville, FL

- Prepare and submit travel and work-related expense reports for reimbursement.
- Responsible for composition of official correspondence and forms Assist Circuit 4 Community Development Administrator (CCDA) in preparation and presentation of special projects or activities Organized meetings and events as required by Department Utilized office equipment such as messaging systems, and worked on MS Word, Excel, or other software applications to prepare reports.
- Delivered clerical support by handling range of routine and special requirements.
- Provided expert administrative support to meet daily requirements and maximize team productivity

Resident Care Associate, 01/2016 to 01/2017

Wyndham Lakes – Jacksonville, FL

- Follow established procedure to maintain safe, secure, and healthy work environment.
- Determined specific needs and provided most appropriate level of services for patient well-being.
- Recorded vital signs such as temperature, blood pressure, pulse, or respiration rate as directed by medical or nursing staff
- Documented residents' behavior in terms of mental status, sleeping and eating patterns in medical record books

Clinic Coordinator, 02/2004 to 09/2012

Boston Children's Hospital – Boston, MA

- Coordinated multidisciplinary care for patients, including medical screenings, procedures, and clinic appointments. For patients with thyroid cancer, collaborated with MD and RN staff to develop systems to streamline scheduling of radioiodine studies/treatments, sedated biopsies at Children's, nuclear medicine imaging, pulmonary functional tests (for lung metastases), inpatient admissions for I-131 administration, DFCI visits for experimental chemotherapy.
- Answered very high volumes of inbound calls and ensured timely and accurate responses to patient and doctor messages.
- Resolved medical/administrative problems and patient complaints through facilitation of excellent lines of communication between staff and providers under direction of Director of Thyroid Program.
- Assembled and reported clinic volume data and developed appropriate responses to improve clinic performance.
- Acted as liaison between pharmacists, nurses, physicians, pharmaceutical companies, and patients to ensure that identified problems/concerns were addressed.
- Contacted Insurance Companies for Growth Hormone Authorizations and documented requirements for medical review process.
- Educated, informed, and assisted patients to navigate effectively through appeals process.
- Knowledgeable in completing Statement of medical necessity (Including ICD coding).
- Created database using File Maker to better manage patient information and developed color-coded system for filling.

Certified Nursing Assistant, 02/2003 to 11/2005

South Shore Hospital – Weymouth, MA

- Provided total hygiene care to 25 patients per shift by assisting with skincare, bathing, and toileting.
- Monitored vital signs, assessed change in status, provided personal care change non-sterile dressings.
- Operated medical equipment such as G-tube pump, suction machine, O2 concentration nebulizers, and pulse oximetry, Hoyer lift.
- Collaborated with peers and attended meetings to brainstorm new activities for patients and discuss ways to resolve issues.
- Evaluated patients to identify and address wounds, behavioral concerns, and medically relevant symptoms.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Collected lab specimens and monitored intake/output
- Maintained patient chart folder and use Electronic medical record (EMR) documentation
- Performing clerical and secretarial activities of the nursing units
- Ordering inventory of unit supplies and equipment

Certified Nursing Assistant, 02/1997 to 03/1999

Harbor House – Hingham, MA

- Provided comprehensive services for residents and assisted with tasks of daily living.
- Followed established procedure to maintain safe, secure, and healthy work environment.
- Promoted good oral and personal hygiene by aiding patients with shaving, bathing and teeth brushing.
- Checked patient vitals such as temperature, blood pressure and blood sugar levels.
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- Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment.

EDUCATION

Master Certificate Program: Medical Coding and Billing Specialist, 07/2003

Clark University - Worcester, MA

Completed intensive, instructor-led, hands-on training and didactic curriculum focused on the foundation of Medical Terminology, Anatomy & Physiology, Pharmacology, Medical Billing and Coding.

CERTIFICATIONS

- Administering Intramuscular, Intradermal and Subcutaneous Injections
- Nurse Delegation Core
- Adult Family Home Administrator Training