

# Gloriana Frilot

Patient Care Specialist

## Profile

Dedicated Patient Care Specialist with 1 year of experience in providing exceptional care and support to patients in diverse healthcare settings. Possesses excellent communication and interpersonal skills, with a strong ability to build rapport and trust with patients. Demonstrates proficiency in patient assessment, care planning, and medical documentation. Committed to enhancing patient outcomes and satisfaction through compassionate and attentive care.

## Employment History

### Patient Care Specialist at KentuckyOne Health, KY

Apr 2023 - Present

- Successfully managed the care of over 500 patients per month, ensuring timely and accurate administration of medications, treatments, and procedures.
- Reduced patient wait times by 20% through the implementation of a new scheduling system and improved communication between team members.
- Achieved a 95% patient satisfaction rate by providing exceptional care, addressing patient concerns, and maintaining a clean and welcoming environment.
- Led a team of 10 healthcare professionals in implementing a new electronic health record system, resulting in a 30% increase in efficiency and a 15% decrease in documentation errors.

### Patient Care Coordinator at Baptist Health Louisville, KY

Aug 2022 - Feb 2023

- Successfully managed a caseload of over 150 patients per month, ensuring timely and efficient coordination of care while maintaining a 98% patient satisfaction rate.
- Implemented a new patient tracking system that reduced appointment wait times by 20%, leading to increased patient satisfaction and improved overall clinic efficiency.
- Developed and led a series of patient education workshops, reaching over 500 participants within the first year and resulting in a 25% reduction in hospital readmissions for participating patients.

## Certificates

### Certified Patient Care Technician (CPCT)

Jul 2021

### Certified Medical Assistant (CMA)

Jun 2020

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## Education

### Associate of Applied Science in Patient Care Technician at Bluegrass Community and Technical College, Lexington, KY

Aug 2018 - May 2022

Relevant Coursework: Anatomy and Physiology, Medical Terminology, Foundations of Patient Care, Phlebotomy, EKG, Medical Ethics, Infection Control, and Clinical Skills.

## Links

[linkedin.com/in/glorianafrirot](https://www.linkedin.com/in/glorianafrirot)

## Skills

Phlebotomy

Electrocardiography

CPR (Cardiopulmonary Resuscitation)

Wound Care

IV Insertion

Medication Administration

Vital Signs Monitoring

## Languages

English

Hindi