

Tristen Norwood

Milwaukee, WI 53218

tristennorwood18@gmail.com

+1 414 808 5623

Willing to relocate: Anywhere

Work Experience

Medical Assistant

VitalCore Health Strategies-Racine, WI

July 2024 to Present

Assisted physicians and nurses in patient examinations, procedures, and treatments. Prepared examination rooms by ensuring cleanliness and stocking necessary supplies. Performed basic laboratory tests including collecting specimens and conducting routine tests. Administered medications under the direction of healthcare professionals. Took vital signs such as blood pressure, temperature, pulse rate, and respiratory rate accurately. Managed patient medical records by accurately documenting information in electronic health record systems. Liaising with insurance companies, ensuring smooth transitions between care settings for better health outcomes. Helped manage patient's healthcare and treatment needs while also maintaining open lines of communication between a patient and their healthcare providers.

Scheduling Supervisor

Wellpath-Waukesha, WI

April 2023 to August 2025

Coordinated and scheduled appointments, meetings, and events for multiple departments within the organization. Tracked attendance records for employees, identifying patterns or issues that required attention. Managed and maintained patient scheduling system, ensuring accurate and up-to-date appointment information. Collaborated with medical staff to prioritize urgent appointments and accommodate special requests. Also managed patient appointments, coordinates provider schedules, handles patient inquiries, verifies insurance, updates patient data in EHR systems, and ensures smooth clinic flow, acting as a key communication link between patients, doctors, and staff while handling sensitive info with confidentiality. Managed the process of sending patients to specialists, handling administrative tasks like verifying insurance, scheduling appointments, coordinating with providers, maintaining records, and ensuring patients get timely care by resolving issues and providing support, requiring strong organization, communication, and attention to detail.

Lead Patient Care Technician

Rogers Behavioral Health-West Allis, WI

July 2022 to April 2023

Provided direct patient care for up to 12 children and adolescents in an inpatient psychiatric unit, ensuring safety, de-escalation, and therapeutic support in alignment with individualized treatment plans. Collaborated closely with nurses, therapists, and psychiatrists to monitor patient behavior, report clinical observations, and adjust interventions based on team assessments. Utilized verbal de-escalation and trauma-informed care techniques to manage acute behavioral crises, contributing to a 30% reduction in physical interventions on the unit. Led daily therapeutic group activities, promoting emotional regulation, peer interaction, and coping skills development tailored to developmental needs. Documented behavioral observations and incidents in electronic health records with accuracy and timeliness, supporting clinical decision-making and regulatory compliance.

Patient Safety Monitor

Ascension-Milwaukee, WI

September 2021 to August 2022

Collaborated with nursing sta to ensure patient safety protocols were followed Documented patient observations and incidents accurately in electronic health records Participated in patient care team meetings to discuss safety improvements Documented patient data and observations clearly and accurately Responded promptly to alarms and alerts to ensure patient safety

Education

Certified Clinical Medical Assistant

Milwaukee, WI

August 2023 to September 2023

High school diploma

Alexander Hamilton High School-Milwaukee, WI

September 2016 to May 2020

Skills

- Microsoft Teams
- Direct support
- Employee orientation
- Patient charting
- Intake
- Leadership
- Behavioral health
- Office experience
- Insurance verification
- Medical Billing
- Healthcare staff management
- Working with people with developmental disabilities
- EMR Systems
- Windows
- Client interaction via phone calls
- Team management
- Staff scheduling
- Referral coordination
- Care coordination
- QuickBooks
- Computer operation
- Supervising experience
- Phone etiquette
- HIPAA
- Outpatient clinic experience
- Assisting with ADLs

- Office management
- Recruiting
- Administrative experience
- Medical terminology
- Documentation
- Attention to detail
- Computer literacy
- Medical scheduling
- Microsoft Word
- Appointment scheduling
- Clerical experience
- Technical support via phone
- Patient monitoring
- Multi-line phone systems

Certifications and Licenses

BLS Certification

CPR Certification

Driver's License

CPI Certification

CCMA Certification

First Aid Certification

CNA