

Jaime Gagnon

WORK EXPERIENCE

MSMP Physician Collaborative - Aiea, HI

07/2023 - PRESENT

Care Coordinator / Office Administrator

Assisting practices with

- Supports external quality programs and initiatives implemented into the practice including PCPM, ASAAR ACO-Reach, external payer initiatives, etc.
- Track progress and activities using Coreo. and other health plan platforms
- Conduct monthly audits of supplemental data submissions
- Collaborate and support practices with screening requisitions, lab orders, imaging requests, and related tasks.
- Collaborate with Health Plan Program resources

Organizing the office with

- Assist with tracking expenses, processing invoices and managing petty cash
- Help with planning and executing office events, meetings and training sessions
- Handles correspondence and disseminate as needed

Mona N Suzuki, MD, LLC - Aiea, HI

08/2012 - 06/2023

Certified Medical Assistant

Responsible for recording, managing and updating patient charts. Coordinating patient care

- Organized and implemented workflows and the training materials to better meet patient needs.
- Gather and prepare patient charts for visits and medical records requests for assessment by providers.
- Patient intake for visit: vital signs, medication reconciliation, history of present illness.
- Performed exams: EKG, peak flow meter, spirometry.
- Efficiently input orders, initiated and processed referrals and prior authorizations.
- Triage, processed/delegated phone calls, patient portal messages and internal messages.
- Improved office time management by creating Epic EMR templates for charting, documentation and ordering.

Pearl City Nursing Home - Pearl City, HI

04/2010 - 09/2012

Certified Nurse Aide

Assisted residents with activities of daily life such as bathing, grooming and eating.

- Collect and update records of patient's vital signs, intake/output and disposition for nurses and providers to better assess residents.

- Maintain a clean and obstructive-free environment to help prevent falls and injury of residents.
- Fellowshiping with residents, family and coworkers for enjoyable workplace.

EDUCATION

American Academy of Professional Coders – *Online*

Certified Professional Biller, July 2024

Kapiolani Community College – *Honolulu, HI*

Certificate of Completion / AAMA Certified – Certified Medical Assistant, September 2012

PROFESSIONAL SKILLS

- Proficient working with Epic EMR.
- Comfortable working with Akamai, Microsoft Windows 10 and Mac OS X.
- Ability to build a rapport with team members, patients and their family member.
- Outstanding time-management, problem-solving and organizational abilities.

VOLUNTEER EXPERIENCE

Church of Jesus Christ of Latter-Day Saints – Pearl City, HI

02/2023 - Present

Young Women Secretary

- Supporting the adult young women's president by preparing agendas and attend meetings, maintain assignment and activity calendar, and bookkeeping.
- Support, assist and chaperone young women ages 12-18 in their individual growth.

Church of Jesus Christ of Latter-Day Saints – Pearl City, HI

10/2018 - 02/2023

Temple & Family History Consultant

- Assisting individuals and families with starting and building their family tree.
- Indexing/Reviewing historical records which is digitizing old records to be searchable online.
- Training individuals and groups on Indexing and Reviewing.

PROFESSIONAL MEMBERSHIPS

- American Association of Medical Assistants (10/2022 – PRESENT)