

Kristina Johnson

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EDUCATION

THE UNIVERSITY OF ALABAMA-Birmingham, AL

Bachelor of Science, Concentration: Public Health (May 2021)

LAWSON STATE COMMUNITY COLLEGE-Birmingham, AL

Associate of Science, Concentration: Pre-Nursing (May 2019)

CERTIFICATIONS

- Certified Medical Assistant
- Certified Phlebotomist
- Certified EKG Technician

EMPLOYMENT

PACK HEALTH, QUEST DIAGNOSTIC-Birmingham, AL

Health Coach

(10/2021-Present)

- Conducts initial patient consultations and evaluations
- Implements personalized guidelines and deliverables for health-related goals and to reduce or eliminate unhealthy behaviors
- Provides clinical support for clients in their recovery or rehabilitation needs
- Achieved 100% of measurable objectives including new patient enrollment, follow-up, and documentation accuracy
- Establishes strong, trusting patient relationships by strategizing, encouraging, and guiding patients throughout their medical journeys

LIFESOURCE-Birmingham, AL

Telehealth Liaison

(7/2021-10/2021)

- Partnered with staff to effectively utilize telehealth platforms and technology to carry out the goals and objectives of LifeSource
- Worked closely with physicians and clinical staff to provide support in real-time with the use of telehealth application
- Served as a liaison between physicians, clinical staff, IT, and vendors on all telehealth applications platform software or workflow issues
- Provided user training in the functional use of Telehealth applications for patients and care teams
- Supported staff both on new telehealth program implementations and ongoing as needed
- Analyzed training needs to develop new training programs or modified and improved existing programs
- Assisted providers and staff with implementing remote Telehealth services

UNIVERSITY OF ALABAMA, STEP-UP PROGRAM-Birmingham, AL

Research Intern

(09/2019-04/2021)

- Selected to participate in the *Short-Term Research Experience for Under-Represented Persons* (STEP-UP).
- Performed data analytics on quantitative and qualitative data
- Conducted extensive research on health inequities of diabetes that disproportionately impacts the underrepresented population in rural and urban areas
- Implemented written and visual deliverables to diverse audiences including internal/external stakeholders and the general public

UNIVERSITY OF ALABAMA-Birmingham, AL

Research Assistant/Office Assistant (Work Study)

(08/2019-12/2019), (01/2020-04/2020)

- Provided project management support on a variety of research studies and projects (e.g., women's health projects) that aimed to improve women reproductive health and overall health outcomes
- Led outreach efforts via liaising with various stakeholders, including study participants
- Spearheaded data collection, evaluation, entry, and analysis efforts
- Managed and maintained large datasets containing confidential information in compliance with all University and Institutional Review Board (IRB) policies, procedures, and regulations
- Evaluated approximately 20 daily student inquiries, issues, and concerns via efficient management of a high-volume, multi-line phone system and a high-foot traffic front desk
- Developed and disseminated business correspondence (e.g., presentations, memoranda) on behalf of senior leadership

LAWSON COMMUNITY COLLEGE-Birmingham, AL

Research Intern

(11/2018-05/2019)

- Collected, evaluated, and reviewed qualitative and quantitative data
- Conducted extensive research on health inequities that disproportionately impacts underrepresented persons
- Implemented written and visual deliverables to diverse audiences including internal/external stakeholders and the general public

LAWSON STATE COMMUNITY COLLEGE-Birmingham, AL

Office Assistant

(10/2017-04/2019)

- Led administrative support efforts and operations
- Delivered exceptional customer service to approximately 30 daily students and visitors via expert management of a high-volume, multi-line phone system and a high-foot traffic front desk
- Routed mail, faxed, scanned, and filed important documents
- Assisted students with and resolved various issues and concerns (e.g., FAFSA)
- Identified issues with electronic equipment
- Executed troubleshooting efforts until issues were rectified

- Documented issues and communicated with service representatives, as necessary

MARSHALL SPACE & ROCKET CENTER-Huntsville, AL

NCAS Intern

(06/2018-09/2018)

- Recognized as a NASA Community College Aerospace Scholar, resulting in participation in a five-week online course and four-day onsite experience
- Collaborated with other NCAS interns on the planning and development of a rover
- Facilitated educational workshops, written, and verbal deliverables for diverse audiences
- Led team building and community outreach efforts and initiatives
- Created project plans, presentations, and meeting agendas

PRINCETON BAPTIST MEDICAL CENTER-Birmingham, AL

Certified Medical Assistant, Allergy Technician

(08/2016-09/2017)

- Collaborated with other members of the care team to perform high-quality diagnostic procedures compliant with all policies and procedures, as well as federal regulations (e.g., HIPAA)
- Implemented health education strategies to enhance efforts to effectively educate patients and their families on allergy treatment
- Managed high-volume, multi-line phone system, and answered approximately 50 patient calls per day
- Evaluated and updated medical records as necessary
- Implemented calendar management efforts for a single provider
- Scheduled patient appointments, ensuring no overlap or conflicts occurred.
- Organized and sterilized all medical equipment, resulting in decreased risk of exposure and increased patient safety

ALLERGY SERVICE OF NORTH AMERICA-Birmingham, AL

Certified Medical Assistant, Allergy Technician

(03/2015-07/2016)

- Collaborated with other members of the care team to perform high-quality diagnostic procedures compliant with all policies and procedures, as well as federal regulations (e.g., HIPAA)
- Implemented health education strategies to enhance efforts to effectively educate patients and their families on allergy treatment
- Managed high-volume, multi-line phone system, and answered approximately 50 patient calls per day
- Evaluated and updated medical records as necessary
- Implemented calendar management efforts for a single provider
- Scheduled patient appointments, ensuring no overlap or conflicts occurred.
- Organized and sterilized all medical equipment, resulting in decreased risk of exposure and increased patient safety

AMERICAN FAMILY CARE-Forestdale AL

Certified Medical Assistant, Patient Relation Coordinator

(07/2014-03/2015)

- Performed administrative duties
- Coordinated daily office activities, greeted patients, and checked patients in and out for their appointments
- Assisted with planning, scheduling, and maintaining records of team meetings
- Provided educational information to patients regarding treatments, procedures, medications and follow up care
- Assisted patients with identified needs by appropriately referring and connecting them with organizational resources
- Administered injections, vaccination, treatment
- Verified insurance, collected copayments, processed payments, maintained records, ordered office supplies

SKILLS

SOFTWARE: Microsoft Office: Spreadsheet, Word Processing, Google Sheets, Google Docs, Microsoft Teams, Electronic Health Records, Google Suite

COMPETENCIES: Data Entry & Retrieval, Customer Service, Networking & Partnership, Documentation Review, Population Health, Health Care Leadership and Management, Health Education, Health Communication, Motivational Interviewing, Managed Care, Oral Communication, Public Health Policies, Presentation Skills, Proofreader, Conflict Resolution, Medical Documentation, Interpersonal Skills, Written Communication, Quality Assurance