

# Grace Anne N. Gonzales

Registered Nurse | Medical Virtual Assistant | Administrative & Operations Support

## WORK EXPERIENCE

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### Remote Care Coordinator

MedFlorida Medical Centers, Florida, USA

Oct 2024 - Mar 2026

- Conducted post-discharge follow-up calls to assess patient status and needs after an ER/hospital visit.
- Coordinated follow-up appointments with Primary Care Providers (PCPs) for effective care transitions.
- Monitored moderate and high-risk patients, promoting continuity of care and minimizing readmissions.
- Enhanced patient documentation and assisted with CQM completion to identify and resolve gaps in patient care.
- Resolved patient concerns and organized necessary support.
- Ensured HIPAA compliance in patient records and communications.

### Remote Care Coordinator

Next Healthcare Solutions, Florida, USA

May 2023 - Sep 2024

- Conducted post-discharge follow-up calls to assess patient status and needs after an ER/hospital visit.
- Coordinated follow-up appointments with Primary Care Providers (PCPs) for effective care transitions.
- Resolved patient concerns and coordinated appropriate follow-up support to improve patient experience.
- Maintained HIPAA-compliant patient records and communications.

### Medical Virtual Assistant

MedVA | Washington D.C., USA

Oct 2022 - Mar 2024

- Managed data entry and maintained accurate patient records.
- Prepared initial and follow-up notes, ensuring thorough documentation.

### Medical Receptionist/ Surgical Coordinator

Asian Eye Institute, Inc., Philippines

Jun 2013 - Jun 2022

- Supported appointment scheduling and patient registration, enhancing operational efficiency.
- Managed monthly staff roster scheduling and coordinated shift assignments to ensure adequate schedule coverage.
- Coordinated with clinical staff to streamline patient flow and assisted in surgical coordination, including scheduling and pre/post-operative instructions
- Enhanced front desk operations and managed inquiries
- Optimized coordination between doctors and patients

## EDUCATION

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### **Bachelor of Science in Nursing**

**University of the East Ramon Magsaysay Memorial  
Medical Center, Quezon City, Philippines**

**Graduated: 2010**

## SKILLS

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Patient Scheduling & Management

Care Coordination

Medical Documentation & Patient Records

Patient Follow-ups & Communication

Healthcare Operations Support

Workflow & Process Optimization

EMR/EHR Systems

HIPAA Compliance & Data Privacy

## TOOLS

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eClinicalWorks

Practice Fusion

Bamboo Health

Qualmed

PointClickCare

Compulink Advantage

VoIP (Ring Central, Call Center Agent, CT Cloud Communicator)

Google Workspace & Microsoft Office

## CERTIFICATIONS

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### **Registered Nurse (Philippines)**

### **HIPAA Certification (2026)**

### **NDIS Worker Orientation Modules (Completed 2026)**

- Quality, Safety and You
- New Worker NDIS Induction Module
- Supporting Effective Communication Module
- Supporting Safe and Enjoyable Meals