

MIA CARSON

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EPIC TRAINER

Healthcare IT Implementation

10 Years' Experience Using Epic

Proficient in electronic healthcare medical record implementation, supporting conversions. Well versed in providing elbow support for physicians, nurses and ancillary staff.

Demonstrated success in inpatient and ambulatory settings. Developed skills through in-depth training on various modules and on-site Go-Live activations.

Experienced in Epic, Cerner, MEDITECH and Allscripts. Resourceful team player and exceptional problem Solver with strong analytical skills. Known as an effective communicator able to convey complex information verbally and in writing.

CORE COMPETENCIES

Software Implementation | Project Life-Cycle | Go-Live Support | System Analysis Physician/Assistants Support | Business Process & Procedures | IT Technical Support

Technical Skills:

EPIC Super User: Inpatient/Order Modules | Cadence | Prelude | HIM | Ambulatory
Radiant ATE Support | Revenue Cycle Systems | Microsoft Word and PowerPoint

HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

Implementation/Consulting | 2015 – Present

Recruited as an Implementation Consultant for contract assignments at the following hospitals:

Kennedy Memorial Hospital-New York, NY

- Served as Team Lead for clinical workflows. Provided training, implementation and supported Allscripts Enterprise EHR.
- Provided telephone help-desk support, troubleshooting, triage for Allscripts TouchWorks and ensured all tickets were handled expeditiously.

Piedmont Health System-Charlotte, NC

- Epic Ambulatory Consultant- Provided elbow support to clinical staff and providers. Included operational process behaviors as part of the go-live procedure for CPOE, ROS, Meds reconciliations and workflows.
- Assisted physicians and nurses with questions and procedures related to their Epic system.
- Guided providers and clinical staff on creating smart phrases and macros.

PROFESSIONAL EXPERIENCE CONTINUED

Northeast Memorial Hospital-Philadelphia, PA

- Epic ADT Consultant- Supported ADT and Cadence on go-live activation.
- Established close working relationships with several unit secretaries and nurses in the Cardiology department to analyze and resolve issues and problems.

Memorial Healthcare System-Tampa, FL

- Served as an Epic Inpatient Consultant. Provided Clindoc and Beacon ATE support to clinical staff, providers and HUCs during go-live implementations.
- Assisted providers with creating templates using smart phrases and by implementing smart texts.
- Provided ATE support to providers in the completion of progress notes using Dragon.
- Established a close working relationship with nurses and physicians in the Oncology department and analyzed issues.

Medical College of Ohio-Toledo, OH

- Successful in delivering Epic support to nurses, practitioners, physicians and assistants during Go-Live.
- Served as Epic Ambulatory Application System Analyst; provided Dragon support in addition to:
 - Epic Inpatient/Orders modules
 - Gained CPO/CPOM experience

CHRONOLOGY OF CONTRACT WORK HISTORY

Kennedy Memorial Hospital, New York, NY Team Lead	Sept. 2015 – Present
Piedmont Health System, Charlotte, NC Ambulatory Consultant	Aug. 2012 – Sept. 2015
Northeast Memorial Hospital, Philadelphia, PA Epic ADT Consultant	Jan. 2008 – Feb. 2012
Memorial Healthcare System, Tampa, FL Epic Ambulatory Consultant	July 2007 – Dec. 2007
Medical College of Ohio, Toledo Epic Ambulatory Consultant	July 2006 – July 2007

EDUCATION

Kennesaw State University, Kennesaw, GA
Bachelor of Science in Communication: 2010

LICENSES

Clinical Surgical Technologist - 2008