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| I'm a young, motivated young lady who graduated with a nursing diploma in 2016 and have been working as a professional nurse at Tambo memorial Hospital in the neonatal field however I have had a chance to work in various fields such as casualties, psychiatric, obstetrics, medical and surgical fields in my years of training as a nurse. I am currently working as a pre-authorizations agent for Medscheme Fedhealth and I’ve also worked for Discovery Health.  |
| Fedhealth (clinical)From 2020/05/01- current.Prospective reviewer.

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| With my current job I am learning how to work in a high pressure environment, and working in a team with various types of people. I also have gained some skills call center skills, communication, computer and people’s skills. I pre-authorize hospital admission. With my clinical skills gained as a nurse I am able to make clinically informed decisions and apply them in my role as a pre-authorization agent.**Skills:*** Telephone Skills: I engage in service related calls and queries from internal and external stakeholders providing relevant business information and solutions. Use effective communication with member’s providers and brokers to ensure the members treatment and care are carried out effectively according to the rules of the scheme.
* Icd10 and CPT coding: apply functional knowledge to authorize the members care by making clinical based decisions achieved by through relating relevant diagnosis to the care of members, analyzing clinical information provided and if necessary requesting the relevant information needed.
* Clinical diagnosis relation: Dealing with pre-authorizations, making clinical decisions, requests and queries for members, from members, brokers and healthcare professionals and internal staff members.
* Take responsibility for the patient in and out of the hospital e.g. chronic disease management, acute event monitoring management and discharge planning.

**REFERENCE:** Keneilwe MokotediTeam leader 0116712178Craig VemberTeam leader 0116716647 |

discovery health(clinical)

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| fROM 2018/12/12-2020/04/30preauthorisATION AGENT.

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| At discovery I learnt working in a team, learning different computer systems that can aid in being an efficient agent. **Skills:*** Telephone Skills: I engage in service related calls and queries from internal and external stakeholders providing relevant business information and solutions. Use effective communication with member’s providers and brokers to ensure the members treatment and care are carried out effectively according to the rules of the scheme.
* Icd10 and CPT coding: apply functional knowledge to authorize the members care by making clinical based decisions achieved by through relating relevant diagnosis to the care of members, analyzing clinical information provided and if necessary requesting the relevant information needed.
* Clinical diagnosis relation: Dealing with pre-authorizations, making clinical decisions, requests and queries for members, from members, brokers and healthcare professionals and internal staff members.
* Take responsibility for the patient in and out of the hospital e.g. chronic disease management, acute event monitoring management and discharge planning.

**REFERENCE:** Molly Mogale.Pre-authorisation team leader: 0126760624/ +27733570209Cecelia Spies.Pre-authorization team leader:0126760624/ +27827860967 |

**3TAMBO MEMORIAL HOSPITAL** |

from 2017/01/01 to-2018/12/01professional nurse, Working Tambo memorial Hospital had a chance to work in various fields such as casualties, psychiatric, obstetrics, medical and surgical fields in my years of training as a nurse. I lead the neonatal ward under the supervision of my operational manager. I gained delegation skills, conflict management, patient care and management and patient advocacy. I continue to apply these skills where applicable in my personal and professional life.Skills:* Patient Care and advocacy: Implement patient care measure such as performing physical assessments, giving overall care that included medication procedures and psychosocial analysis for members.
* Duty delegation: delegate duties and schedule for junior nurses in the unit. Structure meeting lunches to ensure effective time management and productivity within the unit.

**REFERENCE:**Palesa Mpikwa.Operational Manager:Neonatal ward Tambo Memorial Hospital01189880621. **FAR EAST RAND HOSPITAL**

**FROM 2013/01/01/ TO 2016/12/12****STUDENT NURSE**.As a nursing student I trained in various fields such as psychiatric nursing, community, midwifery and general nursing. I completed my diploma in 2016.  **REFERENCE:**Mathabo Motlhafi.Ward 07, Far East Rand Hospital:0118128300.Mrs. M MOTAUNGBrakpan Clinic,011 999 8068 |

# Education

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| **ANN LATSKY NURSING COLLEGE**YEARS: 2013-2016Diploma in:-Psychiatry- Community- Midwifery- General Nursing |
| Corner stone call centre training years: 2008(may-july)-Inbound Call Center Training-Computer Training-Outbound Call Center Trainingbrakpan high schoolYEARS: 2003/2007SUBJECTS:-MATHEMATICS (HG)-PHYSICAL SCIENCE(HG)-BIOLOGY(HG)-GEOGRAPHY(HG)-ENGLISH(HG)-AFRIKAANS(HG)  |

# Skills

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| * CLINICAL
* COMPUTER
* COMMUNICATION
* PEOPLE

 MOTIVATION: | * TELEPHONIC
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I am a young, motivated young lady who is looking to be a part of your team. With my skills of communication, computer and peoples’ skills, I’m sure I can be a good edition to your team. My willingness to learn and eagerness to be a part of your team will ensure I’m always motivated and ensure I contribute my best in your company and most of all in my community. I’m energetic, I love discovering new things and working with people. Working in Pre-authorizations has allowed me to get over my fears both personal and professional, I have learnt the importance of constantly pushing my boundaries, learning new things and always seeking to grow in all aspects of life, I am very excited to be a part of your team