

# Dejuana Reinberg

Patient Advocate

## Profile

I have over 1 year of experience as a Patient Advocate. I am passionate about helping patients navigate the healthcare system and ensuring they receive the best possible care. I have extensive knowledge of insurance coverage and benefit plans, and can effectively communicate with both patients and providers to ensure that all needs are met. I am dedicated to providing excellent customer service, and my goal is always to advocate for the patient in every situation.

## Employment History

### Patient Advocate at Vermont Patient Advocate, VT

Mar 2022 - Present

- Successfully advocated for 100+ patients in need of medical assistance.
- Successfully negotiated with insurance companies on behalf of 50+ patients.
- Helped 10+ underprivileged families access free or low-cost healthcare resources.
- Organized and led 5 health awareness campaigns in underserved communities.
- Assisted 15 refugees with navigating the US healthcare system.
- Provided support to 20 cancer patients during treatment.

### Patient Advocate II at Vermont Healthcare Advocate, VT

Jul 2021 - Feb 2022

- Advocated for patients and their families in a hospital setting.
- Liaised between patients, families, doctors, and nurses to ensure optimal communication and care.
- Provided emotional support to patients and families during difficult times.
- Assisted with discharge planning by providing resources and information about post-hospital care options.
- Monitored patient progress throughout their stay and advocated for necessary changes in care when needed.
- Acted as a resource for staff members regarding best practices for patient advocacy.

## Certificates

### Certified Patient Advocate (CPA)

Feb 2021

### Certified Health Care Advocate (CHCA)

Nov 2019

✉ [dejuana.reinberg@gmail.com](mailto:dejuana.reinberg@gmail.com)

☎ (264) 640-0308

📍 659 West River Street, Montpelier, VT 05602

## Education

### Bachelor of Science in Health Care Administration at Champlain College, VT

Sep 2017 - May 2021

Some skills I've learned are management, communication, and organization.

## Links

[linkedin.com/in/dejuanareinberg](https://www.linkedin.com/in/dejuanareinberg)

## Skills

Communication

Empathy

Listening

Organizational

Time management

Research

Problem-solving

## Languages

English

Dutch