

Ameenah Waggoner

Patient navigator

Profile

I am a patient navigator with over 1 year of experience. I have helped patients navigate the healthcare system and connect with resources they need. I have also provided guidance to families and caregivers on how to best support their loved ones during illness or injury. My goal is to provide compassionate, individualized care while helping patients and families understand their options and make informed decisions about their health.

Employment History

Patient Navigator at AARP, NC

Mar 2022 - Present

- Successfully navigated 100 patients through the healthcare system.
- Successfully advocated for 10 patient's rights.
- Successfully completed 50 care plans.
- Attained a 96% satisfaction rating from patients.
- Decreased hospital readmissions by 12%.

Patient Navigator II at NC Navigator Consortium, NC

Jul 2021 - Jan 2022

- Led a team of patient navigators who helped guide patients through the health care system, resulting in increased patient satisfaction scores.
- Developed and implemented a new patient navigation program that reduced hospital readmissions by 20%.
- Trained other staff members on how to use the electronic medical record system, which resulted in fewer errors and more efficient charting.
- Worked with insurance companies to get prior authorization for medications and treatments, ensuring that patients had access to the care they needed.

Education

Bachelor of Science in Nursing at Duke University, NC

Aug 2016 - May 2021

Some skills I've learned are critical thinking, time management, teamwork, and communication.

Certificates

Certified Patient Navigator (CPN)

Apr 2021

Certified Cancer Patient Navigator (CCPN)

Jun 2019

Memberships

National Association of Healthcare Navigation Professionals

American Academy of Healthcare Navigation Professionals

Details

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Links

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Skills

Communication



Empathy



Organizational skills



Time management



Conflict resolution



Critical thinking



Cultural competence



Languages

English



Russian



Hobbies

Reading

Cooking

Traveling