

# Liliana Schwartz

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## SUMMARY

Compassionate Care Coordinator with two years in healthcare settings, managing patient outreach and care management. Proven success in fostering patient relationships through effective communication, working collaboratively within clinical teams to address patient needs, and advocating for optimal health outcomes. Skilled at managing a panel of up to 450 patients and conducting timely follow-ups using electronic medical records. Dedication to ensuring compliance while delivering high-quality care leads to measurable improvements in patient satisfaction and health metrics. Eager to bring expertise in chronic condition management and collaborative care approaches to HealthConnect Solutions.

## EXPERIENCE

### Care Coordinator

March 2025 - Present

HealthFirst Medical Group

Aurora, CO

Serve as Care Coordinator overseeing care delivery for a diverse panel of 400 patients. Implement health coaching strategies that enhance patient engagement and adherence.

- Conduct 50 outbound calls daily, providing tailored support in care plans and encouraging adherence to health recommendations.
- Collaborate closely with clinical teams to address patient concerns, resulting in comprehensive care solutions tailored to individual needs.
- Advocate for patients by actively listening to their concerns and facilitating clear communication between patients and healthcare providers.
- Document all interactions in real-time while maintaining compliance with HIPAA policies in patient communications and documentation.
- Utilize electronic medical record systems to monitor patient progress effectively, ensuring accurate data management.
- Achieved recognition from peers for exceptional communication skills which fostered enhanced teamwork in patient care.

### Patient Care Assistant

January 2024 - February 2025

Wellness Partners

Colorado Springs, CO

Supported healthcare professionals in managing chronic conditions, focusing on behavioral health integration as needed.

- Coordinated seamlessly with providers for scheduling patient appointments and following up on care objectives.
- Facilitated patient outreach efforts, identifying healthcare needs and promoting existing resources effectively.
- Maintained detailed compliance documentation of patient interactions according to HIPAA regulations and best practices.
- Contributed directly to developing educational materials, enhancing patients' understanding of their care plans.
- Responded positively to queries from new staff regarding protocols, quickly becoming a sought-after resource.
- Played an instrumental role in implementing workflow improvements to streamline care coordination processes.

### Medical Assistant Intern

June 2023 - December 2023

Healthy Living Clinic

Boulder, CO

Assisted surgeons and care coordinators in various healing methodologies while providing direct support to patients.

- Engaged directly with patients during outreach, refining coaching techniques based on collected feedback from care experiences.
- Supported documentation efforts, ensuring accuracy of patient information while adhering to legal privacy guidelines.
- Promoted wellness initiatives while connecting with patients, offering critical health education to empower and inform.
- Actively participated in team discussions focused on assessing and improving patient outcome strategies.
- Enhanced technical skills through hands-on experience administering healthcare technology platforms.
- Learned from seasoned care coordinators, absorbing knowledge vital for a future career in patient advocacy.

## LEADERSHIP & AWARDS

- Dean's List, Colorado Community College, 2025
- Recipient of the Healthcare Excellence Scholarship, 2024

## EDUCATION

### Associate Degree in Medical Assisting

2026

Colorado Community College GPA: 4.0

Denver, CO

**Coursework:** Patient Care Coordination, EMR Proficiency, Health Coaching, HIPAA Compliance

CERTIFICATIONS

- Certified Medical Assistant (CMA) 📅 2026
- HIPAA Certification 📅 2025

TECHNICAL SKILLS

- **Electronic Medical Records:** Epic, Cerner, Allscripts
- **Patient Outreach Platforms:** Call Scheduler, Dialer Systems, CRM Software
- **Communication Tools:** Microsoft Teams, Slack, Zoom
- **Patient Advocacy Resources:** Care Plan Guides, Copayment Assistance Apps, Wellness Resources
- **Data Management Systems:** Excel, Google Sheets, Patient Management Software
- **Compliance Standards:** HIPAA, Patient Privacy Regulations, Ethical Guidelines
- **Scheduling Software:** Calendly, Outlook Calendar, Doodle
- **Health Education Materials:** Pamphlets, Infographics, Instructional Videos
- **Telehealth Technology:** Telemedicine Platforms, Remote Consult Services, Digital Monitoring Systems
- **Feedback Mechanisms:** Surveys, Interviews, Focus Groups

SKILLS

- |                               |                        |                                 |                          |
|-------------------------------|------------------------|---------------------------------|--------------------------|
| • Patient Care Coordination   | • HIPAA Compliance     | • Chronic Condition Support     | • Documentation Accuracy |
| • Health Coaching             | • Communication Skills | • Behavioral Health Integration | • Team Collaboration     |
| • EMR Proficiency             | • Care Management      | • Outreach Efforts              | • Critical Thinking      |
| • Bilingual (English/Spanish) | • Patient Advocacy     | • Technical Navigation          |                          |

PROFESSIONAL AFFILIATIONS

- Member of the Student Healthcare Association, Colorado Community College
- Volunteer at the Local Community Health Fair, 2025

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST