

# Layla Bradley

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## SUMMARY

Certified Clinical **Medical Assistant** with six years of progressive ambulatory experience supporting specialty physicians, **advanced practice providers**, patients, and care teams in high volume practices. Skilled in patient rooming, vital signs, histories, medication reconciliation, allergy review, injections, immunizations, specimen collection, **point of care testing**, office procedure support, and accurate Epic documentation. Coordinates referrals, imaging follow up, prior authorizations, **prescription refill requests**, appointments, phone calls, and portal messages with steady attention to patient needs. Current BLS certification supports safe clinical practice. Experience in neurology, spine, surgical, orthopedic, and primary care settings includes infection prevention, room readiness, patient safety, workflow coaching, and process improvement. Brings calm communication and dependable follow through to each patient encounter.

## EXPERIENCE

### Senior Medical Assistant, Neurology and Spine Care

March 2024 - Present

Merrimack Neuroscience Associates

*Nashua, NH*

Supports a neurology and spine clinic with 70 to 90 daily visits, partnering with specialty providers and newer medical assistants. Owns clinical preparation, Epic documentation, procedure support, care coordination, patient communication, and workflow improvement across busy ambulatory operations.

- Roomed 70 to 90 daily **patients**, recording histories, medications, allergies, **vital signs**, and visit concerns in Epic.
- Prepared examination rooms, supplies, consent materials, and equipment for neurology and spine procedures.
- Administered approved injections and medications, collected specimens, and completed **point of care testing** under standing procedures.
- Coordinated referrals, imaging follow up, **prior authorizations**, refills, and appointments across specialty care workflows.
- Triageed routine phone and **portal messages**, documented communication, and escalated symptoms for provider review.
- Coached newer assistants on Epic documentation, room turnover, supply controls, and **patient safety** practices.

### Medical Assistant, Surgical Care

January 2022 - February 2024

Bedford Surgical Specialists

*Bedford, NH*

Supported general and orthopedic surgeons, **advanced practice providers**, and patients through office visits, minor procedures, postoperative care, and follow up coordination. Managed clinical preparation, Epic records, referrals, supplies, patient communication, and daily room readiness.

- Roomed surgical patients, capturing histories, vital signs, **medications**, allergies, and **chief complaints** before visits.
- Prepared **equipment** for examinations, dressing changes, minor procedures, and postoperative care with aseptic practices.
- Processed referral records and prior authorizations, gathering clinical details for timely specialty review.
- Updated **Epic** visit records, follow up tasks, refill requests, and patient communications before workflow closure.
- Rotated examination room supplies by expiration date and reported equipment concerns before scheduled visits.
- Answered patient calls, routed clinical questions, and coordinated follow up **appointments** from provider plans.

### Medical Assistant, Primary Care

July 2020 - December 2021

Gate City Family Medicine

*Nashua, NH*

Provided supervised ambulatory support for primary care clinicians and a diverse patient population. Built core capability in intake, clinical procedures, electronic charting, room preparation, referral coordination, patient messaging, and team based **process improvement**.

- Supported patient intake with **vital signs**, medication review, allergy review, preventive care preparation, and chart updates.
- Performed approved injections, **immunizations**, **specimen collection**, and point of care tests after order verification.
- Prepared examination rooms with **infection prevention** procedures, clean equipment, and stocked **clinical supplies**.
- Scheduled follow up visits and supported referral and refill workflows with complete information for clinician review.
- Managed routine calls and electronic messages, directing urgent concerns to licensed staff under established protocols.
- Joined team huddles and workflow reviews that clarified rooming standards and documentation expectations.

## PROJECTS

### Specialty Clinic Workflow Improvement 📅 2024

Reviewed room turnover, supply controls, and Epic documentation patterns within a neurology and spine clinic. Shared practical observations during process improvement meetings, helping newer assistants follow consistent patient safety and documentation practices.

### Postoperative Follow Up Coordination 📅 2023

Organized referral records, prior authorization details, refill requests, and follow up appointments for surgical patients. Clear communication helped connect provider plans with timely administrative action and a smoother patient experience.

## LEADERSHIP & AWARDS

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- Selected as a workflow resource for newer medical assistants through consistent Epic guidance and practical clinical support.
- Recognized by specialty teams for dependable room readiness, accurate documentation, and calm patient communication.
- Contributed observations during process improvement meetings that clarified rooming and documentation standards.

## EDUCATION

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### Medical Assistant Diploma

2020

Manchester Community College GPA: 4.0

Manchester, NH

**Coursework:** Patient care, Medical terminology, Clinical procedures, Electronic medical records

## CERTIFICATIONS

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- Certified Clinical Medical Assistant, National Healthcareer Association 📅 2020
- Basic Life Support, American Heart Association 📅 2026

## TECHNICAL SKILLS

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- **Electronic Health Records:** Epic, electronic medical records, patient portal
- **Clinical Intake:** Patient rooming, vital signs, medical histories
- **Medication Support:** Medication reconciliation, injections, immunizations
- **Diagnostic Testing:** Point of care testing, specimen collection, order verification
- **Procedure Support:** Office procedures, dressing changes, consent materials
- **Care Coordination:** Referrals, imaging follow up, prior authorizations
- **Patient Communication:** Phone calls, portal messages, customer service
- **Clinical Safety:** Infection prevention, patient safety, aseptic practice
- **Clinic Operations:** Appointment scheduling, room turnover, supply controls
- **Professional Credentials:** CCMA, BLS, Medical Assistant diploma

## SKILLS

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|------------------------|-----------------------------|----------------------------|------------------------------|
| • Ambulatory Care      | • Vital Signs               | • Immunizations            | • Epic                       |
| • Neurosurgery Support | • Medical Histories         | • Specimen Collection      | • Electronic Medical Records |
| • Neurology Support    | • Medication Reconciliation | • Point of Care Testing    | • Referral Coordination      |
| • Patient Rooming      | • Injections                | • Office Procedure Support |                              |

## PROFESSIONAL AFFILIATIONS

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- American Heart Association, Basic Life Support certified member.
- National Healthcareer Association, Certified Clinical Medical Assistant community.

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST