

Experience

MacKenzie Life Care Planning

Consultant, Certified Life Care Planner

May 2018-present

Collaborate with physicians to provide comprehensive life care plans for clients, perform research on injuries and illnesses, analyze life care plans developed by other experts, provide cost estimates for future surgeries and procedures.

Research & Planning Consultants, LP

Consultant, Certified Life Care Planner

March 2016-May 2018

Legal nurse consultant, providing medical records analysis, nursing standards of care, and research on injuries future treatment, and projected costs.



Heater Medical-Legal Consulting

Sole proprietor

April 2011-March 2016

Legal Nurse Consulting company. Investigate medical records for legal merit; define standards of care and identify deviations from standards of care; research and report writing; locate testifying experts; 25 other various legal consulting functions.

East Texas Medical Center

Case Manager

March 2012-January 2017

Coordinate plan of care, assess discharge needs and implement interventions, educate on reimbursement methodologies, payer requirements, and regulatory guidelines to healthcare team members and patients.

Pediatric Office Nurse, Dr. Michael Austin

October 2009-March 2012

Perform patient care and procedures; telephone triage; coordinate referrals; write appeals to insurance companies; assist with state vaccine audits.

Tyler Independent School District

School Nurse, Bell Elementary

January 2009-October 2009

School Nurse, John Tyler High School

September 2006-December 2008

Coordinated care of school students; performed health screenings, maintained student health records; frequently communicated with parents regarding students; record auditing.

Tyler Office of Pediatrics, Dr. Jeffrey Smith

Pediatric Office Nurse

June 2000-September 2006

Performed patient care and procedures in-office; coordinated insurance benefits and coordinated procedures; performed patient triage; closely communicated with parents and patients; chart and medical records auditing.

East Texas Medical Center

Graduate Nurse, Registered Nurse

May 1999-May 2003

Began as labor and delivery nurse, one-on-one patient care. Responsible for laboring patient from beginning of the labor process thru delivery, and post-partum care. Transferred to pediatric unit and became a charge nurse under the direction of Lois Smith, RN. Direct care for pediatric patients, general med-surg patients, and trauma step-down patients; chart reviews and audits.

License

Registered Nurse, received June 1999.

Certification

Certified Case Manager, CCMC, September 20, 2020

Certified Life Care Planner, ICHCC, 2017

Certified Legal Nurse Consultant, Vickie Milazzo Institute, September 2011

Professional Memberships

International Association of Rehabilitation Professionals

American Association of Nurse Life Care Planners

Education

University of Texas at Tyler

Bachelor of Science, Nursing; May 1999

Tyler Junior College

Associates Degree, Interdisciplinary Studies; May 1996

Community Service

PATH (People Attempting to Help) volunteer, mentor, 2006-2007

CASA of East Texas, CASA volunteer, 2013-present