Imani Carter

Patient Navigator

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Summary

Patient Navigator with 5 years in outpatient healthcare in Atlanta, the last 3 in patient navigation for newly diagnosed cancer patients. Removes barriers around transportation, insurance and cost, explains medical terminology in plain language and protects patient privacy under HIPAA. Works independently and handles care coordination across oncology, radiology and financial counseling teams.

Experience

04/2023 - Present
Atlanta, GA

Patient Navigator

Peachtree Cancer Institute

Outpatient oncology center seeing about 2,500 new patients a year.

- Guide **120** new patients a quarter from referral to first treatment, cutting wait time from 14 to 8 days.
- Arrange rides, lodging and financial aid through community resources for about 40 patients a month.
- Handle insurance verification and help 60 uninsured patients a year apply for Medicaid or charity care.
- Document every navigation contact in the EHR under HIPAA rules, passing all 4 quarterly privacy audits.

07/2021 - 03/2023
Atlanta, GA

Medical Office Assistant

Midtown Internal Medicine Group

Internal medicine practice with 6 physicians.

- Scheduled **70+** appointments a day and sent referrals with records to 30 specialty offices.
- Explained prep instructions for labs and imaging in plain words, cutting same-day cancellations 20%.
- Entered visit details and insurance data in Microsoft Office and the EHR with 99% accuracy on audits.
- Resolved patient questions on billing and benefits by phone, handling 50 calls a day.

01/2020 - 06/2021
Atlanta, GA

Community Health Outreach Assistant

Southside Health Collaborative

Part-time role with a neighborhood health nonprofit while in college.

- Staffed **20** health fairs and church events, booking free screenings for 400 residents.
- Called about 25 residents a month with abnormal screening results to set up care at partner clinics.
- Maintained outreach logs in Excel for 18 monthly grant reports to the program's funders.

Skills

- Patient Navigation
- Care Coordination
- Medical Terminology
- HIPAA
- Insurance Verification
- Community Resources
- EHR
- Microsoft Office
- Empathy
- Communication Skills

Education

05/2021
Atlanta, GA

Bachelor of Science

Georgia State University
Public Health

Certificates

11/2024

Oncology Patient Navigator-Certified Generalist (OPN-CG)

Academy of Oncology Nurse & Patient Navigators