

## **David M. Caruso**

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### **EDUCATION**

**Southern Connecticut State University**, New Haven, CT

Bachelor of Science Biology

### **SKILLS**

Epic (in-basket, scheduling, registration, admitting); Onesource; Microsoft Outlook, Excel, and Power Point; Right Fax, Carelogic, SPAR, cisco finesse, Powershare, Myhealth Direct

### **WORK EXPERIENCE**

**Bridges Healthcare**, West Haven, CT

**December 2021 – Present**

#### ***Interview Specialist***

- Synthesize evaluation data to create reports for leadership by interviewing clients in person and over the phone using CareLogic and Microsoft Excel.
- Design and created study on how to better assess and treat depression in underserved communities.
- Utilize programs such as Carelogic, SPARs and other technology to perform daily data capture functions.
- Coordinate and implement Community Advisory Board, Health and Equity Wellness meetings and lead as chair of both committees, as well as DEI Ambassador.

**Yale University**, New Haven, CT

**September 2020 – August 2021**

#### ***Referral Specialist-Yale Medicine CARE Center***

- Handled a call volume of 70-100 calls per day to schedule appointments from incoming phone calls, referrals, in-basket messages, tests, appointment desk, work queues, telephone encounters and media manager utilizing Epic.
- Utilized computer programs such as right fax, cisco finesse, powershare, and myhealth direct, to gather imaging, medical records and schedule incoming referrals.
- Provided patients with material and instruction regarding their tests and treatment plans over the phone.

**Yale New Haven Hospital**, New Haven, CT

**October 2014 – September 2020**

#### ***Patient Financial Access Specialist – Outpatient/ED***

- Greeted and collected patient demographics to register patients, called appropriate floor, and escorted patients to the floor.
- Utilized several functions in Epic to schedule appointments, by coordinating over the phone, in person, and through in-basket messages using Epic.
- Handled a call volume of 70-100 calls per day to provide patients with material and instruction regarding their tests and treatment plans.
- Confirmed insurance authenticity and coverage in Epic or Onesource, and collected co-pays.
- Released bodies from morgue to funeral homes by reviewing funeral home directors' credentials, requiring them to sign forms printed from Epic, and contacting security at the morgue to notify them of directors' arrival.