

# Jenna Hannon

San Diego, CA

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## Clinical Research Professional

Dynamic, passionate, experienced, self-driven Clinical Research Professional with 10+ years in the medical field, including management experience. I am dedicated to ensuring a fruitful collaboration with Sponsors, CROs, and sites. I always strive for excellence in all aspects of life and seek the expansion of knowledge.

### Skills

- Good Clinical Practice (GCP)
- IATA shipping of hazardous goods
- Dependable
- Leadership
- Microsoft word & excel
- Problem solving / critical thinking
- Multitasking
- ECG
- Specimen processing / shipping
- Budget and CTA management
- Clinical Research
- Clinical Supervision
- Regulatory
- Excellent verbal & written communication
- IRB
- EMR and EDC
- Organization
- Vitals / BLS

### Experience

FEBRUARY 2022 – PRESENT

#### **Clinical Research Coordinator / Kadima Neuropsychiatry Institute La Jolla, CA**

- Conduct clinical research trials alongside PI and Sub-I under FDA, CGP, and IATA regulations
- Regulatory maintenance on trials
- Completion of all study start-up documentation
- Recruitment and prescreening of potential study subjects
- Collection of medical records and medical history
- Perform vitals ( BP, height, weight, respiratory rate, pulse, temperature)
- Informed Consent process
- Creation and maintenance of patient source
- Professionally converse with CROs, CRAs, and Sponsors via email, phone, video, and in person
- Study close out
- IRB submission
- Accurately and efficiently enter EDC
- AE and SAE entry
- Lab kit and IP destruction per Sponsor protocol or SOPs

- Coordination with CRA's for IMV and Remote Monitoring
- Trial supplies / lab kits / IP ordering, inventory, and maintenance
- COVID-19 policies and procedures for staff and patient safety

MAY 2021 – FEBRUARY 2022

### **Site Supervisor / Respire Research San Diego, CA & Palm Springs, CA**

- Conduct clinical research trials alongside PI and Sub-I under FDA, CGP, and IATA regulations
- Regulatory maintenance on all trials
- Completion of all study start-up documentation
- Completion of CDAs and Feasibility questionnaires for potential trials
- Recruitment and prescreening of potential study subjects
- Collection of medical records and medical history
- Perform vitals ( BP, height, weight, respiratory rate, pulse, temperature)
- Present during all informed consent processes with subjects
- Creation and maintenance of all patient source
- Professionally converse with CROs, CRAs, and Sponsors via email, phone, video, and in person
- Budget and CTA negotiations
- Study close out
- IRB submission
- Accurately and efficiently enter EDC
- AE and SAE entry
- Lab kit and IP destruction per Sponsor protocol or SOPs
- Travel between San Diego office and Palm Springs office when needed
- Coordination with CRA's for IMV and Remote Monitoring
- Trial supplies / lab kits / IP ordering, inventory, and maintenance
- COVID-19 policies and procedures for staff and patient safety
- Hold daily staff meetings, weekly pipeline meetings, and weekly trial update meetings
- Familiar with Pulmonology, Cardiology, and Nephrology clinical trials

JULY 2020 – MAY 2021

### **Research Assistant / Cosmetic Laser Dermatology San Diego, CA**

- Work alongside Regulatory Administrator on Contracts and Budgets
- Subject Recruitment and screening
- Adhere to FDA and GCP
- Check in/ out patients
- Assist Coordinators with patient visits
- Conduct screening visits in office
- Responsible for patient email and phone correspondence
- Responsible for timely completion of website inquiries
- Assist with maintenance of all aspects of clinical research trials to ensure adherence to study protocols
- Vast knowledge of medical procedures and ability to explain thoroughly to customers
- Assist Regulatory Administrator with contracts, budgets, and maintenance of Clinicaltrials.gov
- Coordinate meetings and visit other sites for study recruitment
- Perform UPTs and patient vitals
- Proficient in Excel, Word, and Nextech

FEBRUARY 2020 – JULY 2020

**Patient Service Representative/ BSI Cosmetic Dermatology Roseville, CA**

- Ensuring patients and visitors feel comfortable, informed, and well taken care of
- Communicate with back-office personnel in regulating patients and work flow to assure timely yet detailed patient care
- Provide education to patients about medical and cosmetic procedures
- Collecting, verifying, and updating patient demographic and insurance information
- Nextech EMR system
- Process referrals for Mohs and general surgery
- Assist with prior authorizations for medications
- Assist with back-office duties such as rooming patients and initiating chart visit notes
- Answer multiple phone line system
- Prioritize daily work tasks and clerical work to ensure completion between patients
- Call patients with pathology results
- Scan incoming patient pathology, radiology, and lab work into EMR system and notify appropriate provider of any urgent results
- Daily deposits and bookkeeping of products sold/ money collected
- Use Superbill method to track billing
- Prepare GSL for pickup
- Process medical record requests

SEPTEMBER 2019 – FEBRUARY 2020

**Patient Coordinator / Capitol Neurological Surgeons Sacramento, CA**

- Collect accurate insurance and demographic information
- Check in and out patients
- Schedule new patients, follow ups, post ops, and re-evaluation appointments
- Order X Ray Imaging tests in Epic
- Obtain authorization for new patient and follow up appointments through insurance websites
- Obtain authorization for physical therapy post-op and coordinate with patients and Physical Therapy offices to set up referrals
- Clerical work such as faxing, answering and directing phone calls, scanning documents, ect.
- Proper filing of EOBS and office bills
- Collect copayments and past due balances
- Upload checks directly to the bank
- Daily deposits
- Step in as a Medical Assistant: room patients, obtain BP readings, explain the process for surgery and the necessary medical clearances, and order any further testing

DECEMBER 2018 – AUGUST 2019

**Patient Service Representative / Community Health Network-Geist family medicine & pediatrics Indianapolis, IN**

- Collect accurate insurance and demographic information
- Schedule patients for appointments
- Communicate effectively with patients, employees, peers, and medical staff to promote successful working relations
- Clerical work (i.e. faxing, copying, paperwork, ect.)
- Conduct charge entry and collect payments

- Insurance eligibility checks
- Answer and transfer high volume and high priority phone calls
- Maintain a tidy office lobby/ restocked and maintained receptionist work area
- Process Medical records, disability and FMLA paperwork

MAY 2018 – OCTOBER 2018

**Patient Service Supervisor/ Marshall Dermatology Huntington, WV**

- Collect accurate insurance and demographic information
- Schedule patients for appointments, biopsies, and in-office surgeries
- Perform audits of registration duties to ensure quality assurance with the charge entry, registration, and check out process
- Communicate effectively with patients, employees, peers, and medical staff to promote successful working relations
- Clerical work (i.e. faxing, copying, paperwork, ect.)
- Conduct reports and reconciliations daily
- Maintain change boxes and safe for accuracy
- Insurance eligibility checks
- Insure deposit for office is prepared
- Answer and transfer phone calls
- Explain and collect payments and deductibles
- Maintain a tidy office lobby/ restock and maintain receptionist work area
- Attend supervisor monthly meetings on current developments- relay new information to staff
- As a PSR Supervisor, I not only performed the basic duties of a patient representative, but also undertook extra responsibilities in the supervisory position, such as working with physicians directly to solve office conflicts/problems.
- Efficient in Flowcast, Allscripts and Scanning

AUGUST 2017 – MARCH 2018

**Patient Service Representative/ ENT & Allergy Associates Brooklyn, NY**

- Verify patient insurance information via Phreesia system, Emdeon, Provider lines, and EmblemHealth Website
- Schedule patients for appointments, audiologist appointments, and special testing such as ENG/VNG
- Check in and out patients with NextGen system
- Obtain insurance referrals for patients whose insurance required
- Clerical work (i.e. faxing, copying, paperwork, ect.)
- Insurance eligibility and benefit checks
- No show and kept reports for doctors
- Answer and transfer phone calls
- Explain and collect payments and deductibles



AUGUST 2011 – MAY 2017

**NICU/ NTU Unit Clerk and Registrar / Cabell Huntington Hospital  
Huntington, WV**

- Door monitoring
- Admit new patients into Cerner
- Explain in thorough detail the process the babies will undergo and the unit regulations to the new parents
- Discharge patients from Cerner
- Clerical work (i.e. faxing, copying, paperwork, ect.)
- Order Formula/stock
- Answer and transfer phone calls
- Make coffee/ refreshments for parents and visitors
- Help nurses with minor tasks such as baby cuddling/rocking, placing pacifiers, retrieving and passing food trays
- Test Glucoscan equipment
- Place maintenance orders
- Coordinate follow up appointments between doctors and CHH follow up clinic
- Handle difficult social situations (i.e. Parent/CPS conflicts, angry visitors, grieving parents, ect.)
- Register patients for surgery, lab work, EKG's, radiology, sleep studies, OB, and TOB Collect patient demographics
- Collect insurance information and copays

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**Education**

2011 **Marshall University / Huntington, WV**

2010-2011 **Ohio University / Ironton, OH**