Joma Chase

Healthcare Data & Clinical Records Specialist

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Resident in Germany with full work authorisation (no sponsorship needed) · English (native) · German (A2)

PROFILE

Healthcare records and data specialist with 10+ years in Canadian hospital, diagnostic imaging and clinic settings, including 2017–2024 at SickKids (The Hospital for Sick Children), Toronto. Maintained 500,000+ patient records in Epic, validated clinical data during a MEDITECH-to-Epic EHR migration and produced monthly clinical reports under strict health-privacy law (PHIPA/PIPEDA, Canada's equivalent of GDPR). Since 2024, retrained in data analytics (Ironhack, Google, Tableau, Power BI, Microsoft Azure) and built three healthcare workflow systems in Zendesk. Seeking English-language roles in clinical data management, clinical trial support, pharmacovigilance or health data analytics.

CORE COMPETENCIES

Data validation & data quality • Data discrepancy resolution • EHR data migration • Clinical documentation • Medical terminology • Health data privacy (GDPR-aligned) • Referral & requisition processing • Monthly clinical reporting • Workflow & process design • Procedure (SOP) adherence • Stakeholder coordination • Staff training

PROFESSIONAL EXPERIENCE

Professional Development & Healthcare Workflow Projects — **2024 – present**

Career break (education and certification)

- Completed the Ironhack Data Analytics Certificate (2025) and Microsoft Azure Fundamentals (AZ-900); earned Zendesk Agent Practitioner and Red Cross Psychological First Aid certifications (2026).
- Designed and built three healthcare coordination workflows in Zendesk, with case types, structured data fields, coordinator views and safety-escalation automations (see Projects).

Patient Information Clerk & Database Administrator — **2017 – 2024**

The Hospital for Sick Children (SickKids), Toronto, Canada

- Maintained 500,000+ patient records in Epic across Respiratory Medicine, Tele-Mental Health and Diagnostic Imaging, resolving data discrepancies and verifying medical orders.
- Validated patient demographics, referring-physician details and clinical documentation across scanned, faxed and digital records during the hospital's MEDITECH-to-Epic EHR migration.
- Processed 30–50 mental health requisitions per month into Epic for the Tele-Mental Health program and prepared monthly consultation and treatment reports for therapists and partner agencies.
- Imported external X-ray and ultrasound studies from CDs and outside EMRs via PocketHealth, making them available to radiologists, technologists and emergency physicians.
- Coordinated urgent, inpatient and STAT imaging requests with radiologists, technologists and clinical teams for time-sensitive paediatric cases.
- Handled 30–40 patient and family inquiries daily by phone, fax and in person, scheduled and registered patients, and gave first-line Epic and OTN videoconferencing support to keep Tele-Mental Health sessions running.

Program Clerk, York Region Preschool Speech & Language Program — **2016 – 2017**

Markham Stouffville Hospital (Oak Valley Health), Markham, Canada

- Documented and tracked 20–25 referrals per week in ISCIS (Integrated Services for Children Information System) and an MS Access database.
- Maintained intake, assessment, consultation, transfer and discharge records for 6 Speech-Language Pathologists, an SLP Lead and a Program Coordinator.
- Built an MS Excel scheduling system to replace paper calendars, trained the team and led the switch, improving scheduling time by 15%.

Medical Office Administrator 2014 – 2016

Oak Ridges Medical & Urgent Care Centre (diagnostic imaging clinic), Oak Ridges, Canada

- Registered, scheduled and prepared 25–30 patients daily across six imaging modalities in OSCAR EMR and Velox EMR, and uploaded documentation and images to PACS.
- Validated health card numbers and public, private and self-pay billing data before submission, reducing claim rejections.
- Trained and onboarded new administrative staff and student placements on documentation and clinic systems.

Data & Operations Analyst 2012 – 2016

Planet Energy, Toronto, Canada

- Collected, cleaned and maintained operational data for high-volume customer processing, and built recurring summary reports presenting findings to management.

Customer Service Agent (remote) 2004 – 2007

TELUS Mobility, Toronto, Canada

- Resolved inbound customer calls and emails, troubleshooting technical issues and escalating unresolved cases.

PROJECTS

Patient Support Program (PSP) Coordinator Workflow Zendesk

Specialty-neurology program, enrolment to discharge: 28 fields, 6 case types, adverse-event escalation and prior-authorisation alerts. View project

Behavioural Health Care Coordination Workflow Zendesk

Assessment-to-therapy care coordination: 26 fields, 6 coordinator views, 4 safety-routing automations, 20 scenarios. View project

Prenatal Ultrasound Patient-Experience Workflow Zendesk

Referral-to-follow-up imaging workflow: 22 fields, 5 macros, 3 automations, 10 scenarios, 7-language accessibility. View project

CERTIFICATIONS

- **Zendesk Agent Practitioner**, Zendesk (2026)
- **Psychological First Aid: Caring for Others**, Canadian Red Cross (2026)
- **Data Analytics Certificate**, Ironhack (2025)
- **Microsoft Certified: Azure Fundamentals (AZ-900)**, Microsoft (2025)
- **Tableau Desktop Specialist**, Tableau (2024)
- **Google Data Analytics Professional Certificate**, Google / Coursera (2023)
- **Analyzing and Visualizing Data with Microsoft Power BI**, Microsoft (2022)

EDUCATION

- **Medical Office Administration Diploma**, Evergreen College, Markham, Canada (2016)
- **Bachelor of Arts (BA), Psychology**, University of Windsor, Windsor, Canada (2003)

SKILLS

Clinical systems: Epic, MEDITECH, OSCAR EMR, Accuro EMR, Velox EMR, PACS, ISCIS, Ontario Telemedicine Network (OTN), PocketHealth

Data & analytics: MS Excel, MS Access, Tableau, Power BI, Microsoft Azure (fundamentals)

Platforms & tools: Zendesk (certified), MS Word, PowerPoint, Outlook, Teams, Google Workspace, Zoom, Slack

Languages: English (native), German (A2)

VOLUNTEERING

Crisis Line Volunteer, Distress Centre of Greater Toronto 2010 – 2013

Confidential support for callers in crisis; connected callers to community resources.