



Donna Harris

Case Assistant

Profile:

- Donna has worked as a Rehabilitation Case Administrator at Medicess since 2011.
- She works closely with the Case Managers to support with all aspects of case administration.
- She has extensive experience working with NHS and private sectors to arrange and coordinate patient care.
- Donna has extensive experience of sourcing the appropriate professional clinicians to meet the rehabilitation needs of individual patients, guided by the Case Manager, including sourcing and administering referrals to Physiotherapists, Consultants, Psychologists and other professionals.
- Donna works closely with other members of the Medicess multidisciplinary team to support administration of all aspects of patients' rehabilitation.



Background:

- Prior to working with Medicess, Donna has over 28 years' experience of administration with a broad background, working for global companies and Directors including Pharmaceuticals.
- She progressed to a senior level including working as a Personal Assistant.

Qualifications:

- GCSEs
- A Levels

Skills and Attributes:

- Communication – regularly communicates with clients, patients, team members and treatment providers.
- Customer Service – delivers excellent service, handling queries and complaints promptly and politely.
- Time-Management – organises both her own and Case Managers' workloads effectively.
- Researching – regularly sources providers nationally to fit the needs of each individual case.