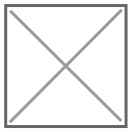
Melissa Martinez

Manager, Clinical Operations



Melissa Martinez serves as the clinical operations manager at ClinicalCare24, bringing 15 years of experience and a bachelor's degree in nursing from the University of Texas Health Science Center in San Antonio to her role. Starting as a triage clinician, she quickly distinguished herself through her exceptional patient assessment skills and ability to build strong relationships with injured workers. Her leadership capabilities and health care operations expertise led to her advancement from clinician to supervisor, and ultimately to her current position as clinical operations manager. As a subject matter expert, Melissa played a key role in developing Care Connect, the company's documentation system, demonstrating her ability to bridge clinical practice with technological innovation. In her current role, she focuses on developing nurses' skills in triage, critical thinking and customer service, while emphasizing the importance of professionalism and empathy in health care delivery.

Areas of Expertise

Case Management

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