



## Laura B. Malcolm, CCRC

A Certified Clinical Research Coordinator (CCRC) and Practice Administrator with over 25 years of high-level administrative experience seeking new opportunities to utilize my advanced skills toward the success of a medical or research organization and to ensure the highest quality patient care.

919-451-1295

MALCOLML@EMAIL.UNC.EDU

8 OAKWOOD DRIVE CHAPEL HILL, NC 27517

### BA, PSYCHOLOGY

WITH EMPHASIS IN CHEMISTRY AND BIOLOGY

University of North Carolina-Chapel Hill

### UNC SCHOOL OF NURSING

CONTINUING EDUCATION

Clinical Research Coordinator

### CERTIFICATIONS

Association of Clinical Research Professionals (ACRP) Certified Clinical Research Coordinator, current

### MEMBERSHIPS

Association of Clinical Research Professionals (ACRP)

Training Human Participants Protection Education for Research Teams

NIH, National Cancer Institute

Protecting Human Research Participants

NIH Office of Extramural Research

PROJECT COMPLETION SPECIALIST

CERTIFIED CLINICAL RESEARCH COORDINATOR

EXECUTIVE MANAGEMENT EXPERIENCE

### CERTIFIED CLINICAL RESEARCH COORDINATOR

Matthew A. Gfeller Sport-Related Traumatic Brain Injury Research Center, UNC Chapel Hill . . . 1/2019-present

- UNC Coordinator for the NCAA-Department of Defense Grand Alliance, CARE Consortium, a national concussion research project of over 30 Division I programs
- Perform Baseline and Post-Injury testing on all UNC athletes with clinical reports and test results sent to team physician/ATC
- Baseline testing, Post-Injury testing and testing throughout military careers of Ft. Bragg Special Operations Forces

### PRACTICE ADMINISTRATOR

North Carolina Neuropsychiatry, Chapel Hill, NC . . . . . 7/2016- 3/2017

- Performed the lead role in preparing the practice for on-site insurance audits working directly with auditors, writing SOPs, updating HIPAA and Privacy Policies and ensuring compliance.
- Successfully led practice expansion securing a new Raleigh location and management of upfit move coordination and provider credentialing with new agencies.
- Successfully secured networked contracts with Tricare, Alliance, and Logistics Heath, Inc. which included military psych entrance evals and disability evals for traumatic brain injury and PTSD.
- Responsible for updating, management and maintenance of CAQH credentialing.
- Interviewed, assessed and hired medical professionals and staff, coordinating schedules across three clinics and coordinated Duke and Wake Forest PA students for preceptorships.
- Successfully researched and implemented a practice-wide EMR system resulting in dramatic cost savings.
- Responsible for scheduling Worker's Compensation evals and payments, and also completion of prior authorizations for neuropsychological and brain injury testing.

### OFFICE MANAGER, PSYCHIATRY TECHNICIAN,

North Carolina Neuropsychiatry, Chapel Hill, NC . . . . . 10/2013-6/2016

- Responsible for all administrative tasks for Chapel Hill location; coordinating MD and PA schedules; maintain database for standardization of computerized testing instruments.
- Edit and submit articles for review to medical, research and psychiatric journals/publications.
- Performed all research associate/psychiatry technician tasks.

### PSYCHIATRY TECHNICIAN

North Carolina Neuropsychiatry, Chapel Hill, NC. . . . . 2011-10/2013

- Performed all research associate tasks including patient/subject intake, medical and psychiatric histories, and responding to controlled and non-controlled medication requests as well as adverse events.
- Administered multiple diagnostic and objective testing instruments for all psychiatric diagnoses including cognition and memory testing for Alzheimer's/Dementia and traumatic brain injuries.
- Scheduled diagnostic radiology tests – MRI, CAT Scan, EEG, sleep studies.

### RESEARCH DIRECTOR

North Carolina Neuropsychiatry, Chapel Hill, NC . . . . . 9/2002-2011

- Supervised clinical research staff, maintained quality control for staff training; designed and implemented Standard Operating Procedures (SOPs) while continuing to coordinate trials.
- Oversaw compliance with HIPAA, ICH and FDA guidelines ensuring Good Clinical Practices (GCP) and Protection of Human Research Subjects.
- Reviewed protocols for feasibility and negotiated Clinical Trial Agreements.
- Maintained regulatory compliance including submitting essential documents to the IRB. Tracked enrollment and study progress from start-up through close-out in the Trial Master File
- Sub-investigator on 88 clinical trials.



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**Protecting Human Research  
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NIH Office of Extramural  
Research

MICROSOFT WORD



MICROSOFT EXCEL



OUTLOOK



POWERPOINT



ELECTRONIC MEDICAL RECORDS



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### CERTIFIED CLINICAL RESEARCH COORDINATOR

North Carolina Neuropsychiatry . . . . . 1998-2011

- Performed subject intake and assessments including Informed Consent process and diagnostic measures.
- Performed Electrocardiograms and processed lab work. Maintained drug accountability;
- Monitored and implemented recruitment plans; developed internet, print and radio advertisements recruitment materials.
- Maintained data on source and case report forms; worked with monitors and auditors during data review or audits to successfully respond to queries and ensure data accuracy.

### RESEARCH ASSOCIATE

North Carolina Neuropsychiatry . . . . . 1995-1998

- Performed subject intake in the private practice including medical and psychiatric histories, administered multiple diagnostic and objective testing instruments; responded to patient inquiries/issues.
- Testing instruments included scales for all psychiatric diagnoses, including cognition and memory testing for Alzheimer's/Dementia and traumatic brain injuries.

### HEALTH COMMUNICATION SPECIALIST/PART-TIME

CDC contracted National STD/AIDS and Immunization Hotline, American Social Health Association, Research Triangle Park,  
NC . . . . . 1994-2005

- Communication specialist for national information and referral hotline educating the public and professionals on sexually transmitted diseases and childhood immunizations.
- Communication specialist for the National TTY Hotline serving the deaf and hearing impaired.