

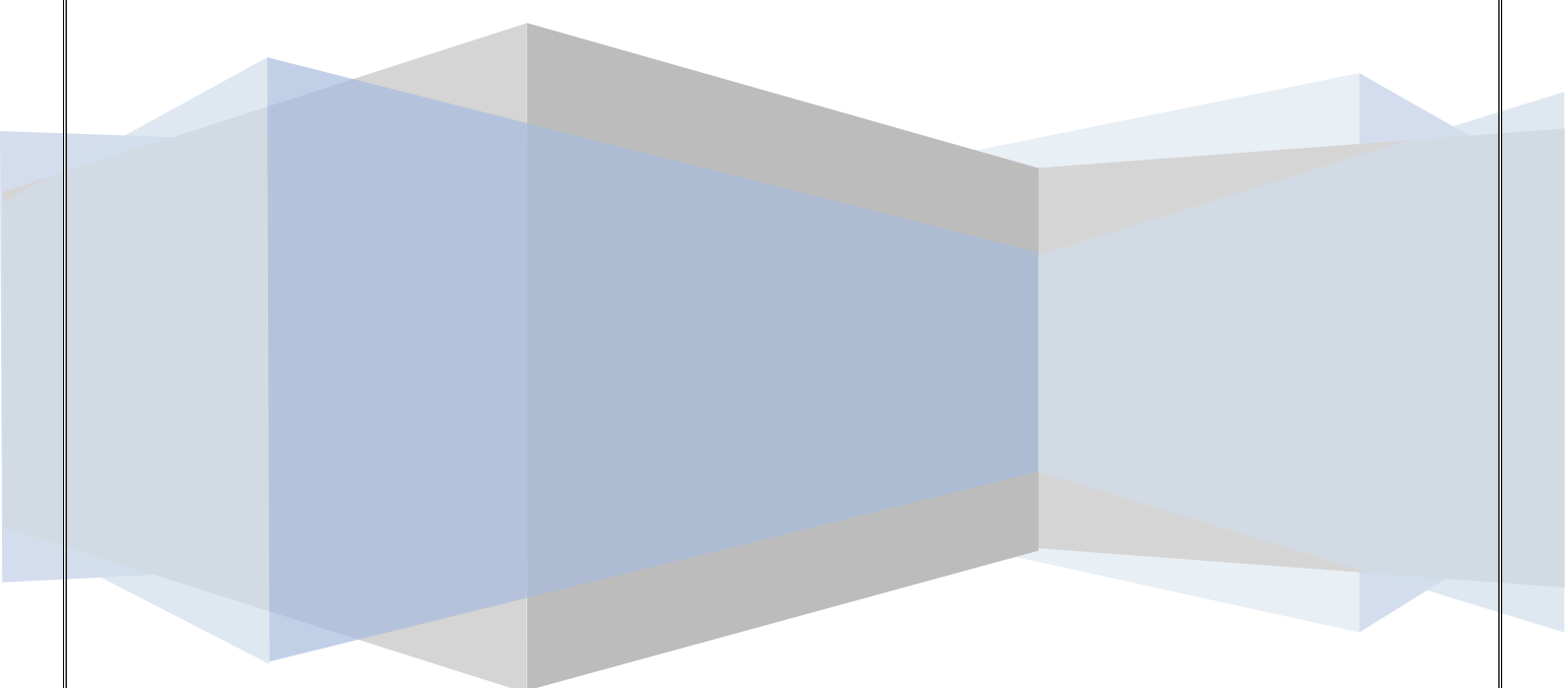
Kishori Shah (International Patient Co-Ordinator)

International Patient Co-Ordinator

Kishoriaarin2402@gmail.com

Kishori Shah

+91-7506306206



Introduction:

Hello Sir/Mam,

Thank you for reading my profile.

I have 8 years of experience in the Hospital Industry. I identify prospective customers in various verticals through secondary and primary research.

Seeking an opportunity where I can use my skills, knowledge, and experience to make the organization more productive, focused, and profitable that offers professional growth while letting me be resourceful, innovative, flexible, and learn new things.

Work Experience:

- **HCG Cancer Center (Dec 2021 – Present)**

1. International Patient Co-Ordinator

- Point of contact for the patients from onset of inquiry to completion of care Handles all logistics to ensure safe arrival & departure.
- Orient and educate patients on the facility and healthcare experience at HCG.
- Handle administrative tasks, appointments, provide support to medical staff, patients, and their families.
- Coordinate and communicate information regarding VIL, visas, travel, accommodation and transfers.
- To maintain all MOUs as per the partners and track for referral payouts of partners.
- To arrange for a Virtual Consultation with doctors for any queries if required

2. In-patient Department

- Take IPD and discharge patients list before initiating patient rounds and take feedback from patients/relatives related to hospital services. Also, cover all discharge feedbacks and enter in the performitor.
- Prepare daily IP feedback report & to share with all the concerned departments.
- Check for satisfactory closure of all closed points & update the feedback report for all open feedbacks & final status to be sent to all concerned.

3. Out-patient Department/ Day-care/ Radiation Department

- Visit all newly registered patients after consultation (OPD), follow-up patients and patients ongoing treatment.
- Take comprehensive feedback regarding consultant's visit, nurses service, services provided by other departments etc.
- Guide patient/relative to resolve the queries if any with the concerned department e.g. Estimate, pharmacy etc.

- Meet the complainant in person wherever possible and resolve the complaint accordingly.
- Make analysis report for all departmental feedbacks to present at weekly quality meeting.

4. General Responsibilities:

- Work closely with GM and the management team to set and/or implement policies, procedures, and systems and to follow through with implementation.
- Develop & maintain proper coordination with other departments for better operational efficiency of the respective floor, department & organization.
- Address and report related incidents & complaints.
- Communicate customer issues with the operations team and devise ways of improving the customer experience, including resolving problems and complaints.
- Getting issues or matter to the higher authority to get them sorted.
- Prepare a monthly Feedback Analysis data.

- **SRL Diagnostics Laboratories (Jan 2019 –Nov 2021)**

- Handling Customer Queries by emails.
- Intimate Problem specimens to the Client, Sales Team, Call center & Network Labs.
- Resolving problem samples telephonically & emails.
- Replying to the Queries of Client / Sales Officers / Patients/ Doctors by emails.
- Co-ordination with Departments to resolve the queries of patient, report status, etc.
- Accepting request for add on, cancellation of test, modification, out of turn test (For Genuine cases)
- Delays / Test Down information from Lab. Conveyed proactively to Client / Sales Officers / Call Center.
- Aiding Call Centre for all CCG Task.
- Documentation of Various queries, complaints received from clients, patient, doctors & Call Centers & doing follow up for the same.
- Documentation of add on, cancellation, modification & problem specimen notification & analysis for the same.
- Analysis of received emails at CCG.
- Documentation of Corrective Actions raised against Accessioning, Lab, Logistics department & analysis for the same.

- **Dr.Belani's Seafarner's Healthcare (June 2018 –Jan 2019)**
 - Handling front desk by attending calls and managing the visitors
 - Make invoices, prepare outstanding statement of the company
 - Coordination with various shipping companies and hospitals
 - Entering data of the seafarer in the software
 - Coordinating with diagnostic centers for the test reports
 - Coordinate with cruise company
 - Handling of seafarer's medical history
 - Schedule appointments with outsourced doctors
 - Making arrangements for the flight tickets, accommodation, admission of candidates in the hospital and etc
 - Compiling reports of the seafarers

- **Seven Hills Hospital (Guest Relations Executive) (May 2015 –May 2018)**
 - Responsible for smooth functioning in the allotted working area
 - Be a link between the patient /attendants & the hospital
 - Attend all the VIPs & other guests & arrange the necessary things as per their requirement
 - Communicate updates of the patients to their Relative time to time
 - Keep informing the attendants about the bill status of their respective patient on day-to-day basis
 - Communicate to the front office staff to arrange the ambulance for the transportation of respective patient whenever necessary
 - Keep complete tracks off all the stock items from respective areas
 - Bring the matter in to the notice of the higher management / competent authority if the problems remain unsolved
 - Be a bridge between the clinic & administration in all matters and maintains transparency in all dealing and execution

Core Competence :

- Worked for the NABH assessment of the two hospitals, Seven Hill Hospital and HCG Cancer Centre. I have worked to lay standards of NABH in general.
- Handling all patient care activities of IPD, Day Care, and Casualty.
- Supervising the entire floor staff.

Strength:

- Effective communication with negotiation skills, self-motivated, presentation skills, can handle pressure, meet deadlines, honest, individual as well as a team player. Customer Service oriented.
- MS Office and various healthcare CRM.

Education Qualification:

10th Std	:	Maharashtra State Board (2009)
12th Std	:	Maharashtra State Board (2011)
T.Y.B.A	:	Mumbai University (2014)

Personal Information:

Nationality	:	Indian
Religion	:	Hindu
Date Of Birth	:	24 August 1993
Gender	:	Female
Languages Known	:	English,Hindi,Marathi
Hobbies	:	internet surfing, Travelling

Declaration :

I hereby declare that the information furnished above is true to the best of my knowledge and bear responsibility for the correctness of the above-mentioned particulars.

Place : Ahmedabad

Date : __/__/____

Kishori Shah