

CURRICULUM VITAE

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Profile:

I have got 13 years of experience of specializing working in Healthcare Organizations in managing end-to-end Clinical and Business Operations & Management. Got ability to handle various processes, management, HR, Marketing, MIS & Reports, Business Development, Client Interactions with having a flair of Core Operations & Business Development. Having expertise in Gap Analysis and using analytical skills to assess processes, determine requirements and revenue generation for Healthcare Organizations.

Educational Qualifications:

- Holding valid DBS by Disclosure and Barring Service GOV.UK
- Valid Medical Qualification verified by UK NARIC (UK ENIC) with registration.
- Member of Faculty of Homoeopathy, United Kingdom.
- Member of The Undersea and Hyperbaric Medical Society (UHMS), USA
- 2023 Certification QNUK (Level 3) Emergency First Aid at Work – Qualifications Network, UK
- 2022 Certification in Ozone Therapy (10 Pass and more) – HERRMANN GmbH, Germany
- 2022 CPD Accredited (Level 3) Certification in Phlebotomy – Inspire College, London
- 2020 HBOT (Certification in Hyperbaric Medicine and Surgery) - Undersea Hyperbaric Soc, USA
- 2011 MBA in Healthcare Management - University of Wales, London, U.K.
- 2008 B.H.M.S (Bachelors in Homoeopathy Medicine and Surgery) - Bharati Vidyapeeth Univ., India.
- 2008 C.G.O. (Certification in Gynaecology & Obstetrics) - Bombay Institute of Medical Technology
- 2008 C.C.H. (Certification in Child Health and Nutrition) - Bombay Institute of Medical Technology

Skills:

- **NABH** – In-depth knowledge of NABH knowledge and protocols.
- **Public speaker and Team Leader for large team management.**
- **“BEST HOSPITAL ADMINISTRATOR AWARD – 2013, 2014”**
- **“BEST PRACTICE MANAGER AWARD – 2016, 2017 & 2018”**
- Executive Management, Operations Management, Overseeing Projects, Business Development & Tie-up
- Assessment, planning, implementation knowledge for various public health programs.
- Advanced leadership, group process, group facilitation and negotiation skills.
- Knowledge of Medical services funding, grant writing, and budget monitoring.

Employment History:

April 2022 to March 2023, CLINICAL MANAGER / CONSULTANT (HBOT-OZONE THERAPY) at The Wellness Laboratory, London

- Overall managing of practice by doing gap analysis, balance sheet and meeting required doctors for HBOT patient referral. Managing internal and external communications, and answering queries about the clinic.
- Overseeing clinic operations, Liaising with healthcare professionals and patients about treatment plans.
- Updating medical professionals about latest CQC treatment protocols, developing procedures for optimal patient care. Overseeing the purchasing, maintenance, and repair of clinic equipment.
- Managing the clinic's budget, billing system, and inventory by ordering stock and supplies for the clinic.

- Performing the hiring, training, and performance evaluation of staff members.
- Performing different types of IV procedures.
- Also helping clinical team (as being a qualified HBOT Clinician) help and perform various methods by controlling patient flow, performing EKG tests, obtaining blood pressure measurements, documenting vitalsigns in the EMR and administering injectables. Perform all other duties as assigned.
- Counselling and treating patients with a variety of conditions using Hyperbaric Oxygen chambers. Manage general operations to include inventory, scheduling, vendors, and overall patient care. Maintain records and documentation to meet CQC requirements and regulations.
- Staff training for HBOT, patient counselling, helping in revenue generation with patient counselling.

November 2020 to March 2022, CHIEF BUSINESS DEVELOPER (CBD) for PAN-INDIA at Innovative Healing Systems Hyperbaric Oxygen Ltd, USA.

- Experience of having hardcore working in Marketing (Sales and Marketing, New Technology Product Launch in business areas of healthcare space)
- Handled the responsibility as business execution expertise/capability as an entrepreneur mindset, single-handed multi-hat role, and as a Team Leader for working under limited resources, and bring to the table with meeting deadlines, business targets and commitment.
- Covering focus areas like Strategic thinking, communication, relationship building, negotiation and analytical skills.
- Capable to create a business, achieve set target and build a market from the scratch initial startup stage, manage and capability to take low Risk and sustainable High growth potential rewarding long term career building.
- Meeting doctors and other stake holders on regular basis for continuous business development.
- Develop and execute business development plans to identify and secure new business opportunities that align with the company's strategic objectives
- Research and analyze market trends, customer needs, and competitor activity to inform business development strategies
- Generate leads through a variety of methods, including networking, cold-calling, and research
- Develop relationships with potential clients and partners, and nurture those relationships to generate new business
- Negotiate and close deals that are mutually beneficial for the company and the client
- Manage the entire business development cycle from start to finish
- Collaborate with internal teams to ensure successful execution of business development plans
- Keep abreast of industry news and developments to identify new business opportunities
- Attend trade shows, conferences, and other events to network with potential clients
- Prepare proposals, presentations, and other sales collateral
- Train and mentor junior business development staff
- Report regularly to upper management on progress against business development goals

November 2018 to October 2020, CHIEF OPERATIONS OFFICER (COO) at Innovative Healing Systems (India) Pvt. Ltd., Ahmedabad, India

- Overseeing daily operations and making relevant adjustments as necessary. Presenting new innovative ideas and cash flow strategies and management techniques to the board of directors and other company officers.
- Working with business on requirement gathering, documenting proposals for system improvements and providing timely communication on progress.
- Evaluating newly implemented sales plans along with providing improvisations of the plans.
- Providing a system for employee salaries and benefits, and to ensure that employees feel valued.
- Conducting business analysis by working with end users to identify system, operational requirements.
- Manage service employees along with training them in the latest leadership and technical skills.
- Exercising in effective interpersonal skills whilst dealing with all levels of management and staff
- Overseeing all administrative and operational activities for the Clinic and abiding the operating guidelines for the organisation, whilst maintaining knowledge in healthcare legislation.
- Planning, directing, organising, controlling and evaluating the implementation of strategic objectives through operational plans that support the Clinic's mission ensuring high quality patient care & services.

April 2016 – November 2018, CENTER MANAGER at Centre for Sight, Ahmedabad, India.

- Liaising with healthcare professionals and patients about treatment plans.
- Overseeing clinic operations and staff duties. Ordering stock and supplies for the clinic.
- Keeping medical professionals informed about healthcare administered at the clinic.
- Managing the clinic's budget, billing system, and inventory.
- Overseeing the purchasing, maintenance, and repair of clinic equipment.
- Developing procedures for optimal patient care. Overseeing finances, including budgets, billing and payroll.
- Performing the hiring, training, and performance evaluation of staff members.
- Managing internal and external communications, and answering queries about the clinic.
- Monitoring inventory and ordering new stocks of medication supplies and medical equipment
- Managing patient records and IT systems and addressing customer complaints or concerns

April 2015 – March 2016, ELECTRONIC HEALTH RECORD (EHR/EMR) PRODUCT MANAGER (HEALTHCARE IT) at Integrated Systems Management, Ahmedabad, India

- Development of patented EHR in consultation with Senior Medical Consultants. Demonstrated EHR and/or healthcare information technology expertise within product domain.
- Expertise in SNOMED, CPT and ICD codings. Ensure HIPAA compliance regarding medical records.
- Defining EHR development in coordination with JAVA developers as per client requirement.
- Running business analyst model, Initiate and analyse market research, product satisfaction, changes in documentation and reporting requirements and trends, and emerging service opportunities for EHR.
- Manage the database and communicate regarding patient. Work with development scrum teams.
- Facilitate, troubleshoot solutions for EMR issues; coordinate interdepartmental and implement.
- Experience in building solid business plans to cover ROI and related business analysis and justification.

April 2014 – March 2015, HOSPITAL ADMINISTRATOR at Diva Healthcare & Eye Institute, Ahmedabad

- Development of different departments of the hospitals.
- Meeting Medical Practitioner and doing tie-ups for business development.
- Corporate tie-ups and business projection report making and submission to Chairman,
- Monitor the department's budget and prepare accurate reports. Forming new policies and updating the staff.
- Coordinate with doctors, nurses and other healthcare professionals to identify their issues and needs.
- Strategic planning for reduction in operational cost. Ensuring all departments comply with the current healthcare laws and regulations. In-depth knowledge of healthcare regulations and medical terminology.

October 2012- March 2014, CHIEF HOSPITAL ADMINISTRATOR at Adarsh Hospital, Valsad, Gujarat, India (Chain of Hospitals)

- Administering, directing and operationally supervising all activities in hospital.
- Providing comprehensive healthcare, training, research, and participation of Community Health, maintenance of high standards-professional, technical and supportive structure for the hospital.
- Smoothening the functioning of **Clinical** (Wards, ICU, Laboratory, Radiology, Emergency etc.) & **Non-Clinical** (HRD, Medical Record Dept., Maintenance & Engineering Services, Front Office).
- Developing and refining policies and procedures; Ensuring, establishing, coordination and integration of continuous quality improvement of health care services across the departments of the Hospital.
- Delegating duties and responsibilities to appropriate staff and preparing periodical reports including the annual report, budgetary proposals, performance reports, and audited statement of accounts.
- Taking care of HR and Business development activities for more revenue generation. Overseeing the acquisition of facilities, purchase of equipment and materials by ensuring protocols for its use.
- Establishing careful, economical and proper use of hospital finances, develop financial controls, and

prevent misuse of hospital funds and property, ensuring that medical records are maintained.

January 2012-August 2012, CARE MANAGER at Barchester Healthcare Ltd, London

- Creating and updating personalized care plans for patients.
- Collaborating with patients' families, friends, and social supports in developing treatment plans.
- Identifying, interacting and recruiting high-quality healthcare providers to facilitate patients' treatments.
- Ensuring patients' treatment requirements are met and suggesting alternative treatment plans when patients' services requests do not meet medical necessity criteria.
- Instructing and educating patients on procedures, healthcare provider instructions, and referrals.
- Linking patients to social services programs and entitlements to transportation & translation services.
- Conducting regular follow-ups with patients to evaluate progress, promote continuity of care, and ensure improved health outcomes. Maintaining records of case management activities.

September 2010-December 2011, PRACTICE MANAGER at BUPA Healthcare Ltd, London

- Overseeing daily operations of the practice. Enforcing industry and health and safety regulations.
- Recruiting, training and supervising administrative staff such as medical secretaries and receptionists.
- Organizing duty rotations for medical and administrative staff.
- Setting goals and ensuring the practice achieves its financial objectives.
- Overseeing finances, including budgets, billing and payroll.
- Monitoring inventory and ordering new stocks of medication supplies and medical equipment.
- Managing patient records and IT systems and addressing customer complaints or concerns.

Jan 2010-July 2010, ICU REGISTRAR / MEDICAL OFFICER at Adarsh Hospital. Gujarat, India.

- Supervising administration of various wards and treating patients with traumatic conditions like accidents, cardiac arrest, injuries, etc.; in Casualty and Emergency wards.
- Caring during final and emergency stages of life, pre- and post-operative care.
- Creating awareness in the Society regarding various health and safety hazards and regular follow ups of patient at O.P.D and I.P.D level in Hospital
- Communicating with patients in order to develop a detailed case history comprising psychological, emotional and physical symptoms and characteristics;
- Providing medical assistance and treatment consultation, including in-service training, for site managers, program coordinators and health care providers within the department and other agencies.
- Running seminars and presentations for groups in the community, or for other health practitioners.
- Reviewing, monitoring and preparing schedule for assigned staff;
- Problem solving day-to-day operational issues as requested by the senior doctors.
- Assisting in the staff hiring process; providing input to performance evaluations, coaching and on-the-job training to staff as requested.

February 2009 - December 2009, HOMOEOPATHIC CONSULTANT & MEDICAL ADVISOR at Shri Dharmada Charity Trust Hospital, Vapi, Gujarat, India.

- Checking patients with various health disorders, treating them and doing regular follow ups with homoeopathy treatment at O.P.D. and I.P.D. level of Hospital and handling administrative department.
- Instructing patients about the use and effects of homoeopathic remedies.
- Advising on lifestyle issues, such as diet, exercise and mental health;
- Referring the patient to other health practitioners, as appropriate;
- Maintaining detailed clinical notes and records for each patient;
- Coordinate designated quality assurance activities and ensures compliance with set standards.
- Advising about various Health hazards and prevailing diseases taking place in today's contaminated environment and caring for the Elderly, disabled patients, etc.
- Advising about treatment, drug, dosage and further care.