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**SUMMARY**

8+ yrs.' UAE exp., certified in medical transcription, with knowledge of DHA inspection regulations and licensing, administration, electronic health records documentation, statistics, JCIA and HIPAA, insurance, and preventative maintenance.

**CORE SKILLS**

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| * Quality auditing as per JCIA, ISO 9001:2000, and HIPAA
* Processing insurance documents property – all risks, medical malpractice, and staff health
* Office administration
* Review, scan, and update electronic patient health records
* Dubai Municipality regulations for water tank, pest control, fire alarm, etc.
 | * Maintaining database for Marketing, Billing, and HR
* Typing medical reports, doctors’ letters, and laboratory results
* Maintaining and uploading statistics for Dubai Health Authority (DHA)
* Application and renewal of doctors’ professional licenses and facility license at DHA
 | * Filing
* Business letter writing
* Excellent computer skills
* Telephone etiquette and communication
* Clinic machine maintenance
* Official documents’ renewals
* Coordinate with tech support for IT issues
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**PROFESSIONAL EXPERIENCE**

**Professional Experience**

1. **Administrator cum transcriptionist** | Aesthetics International Plastic Surgery Clinic | 1+ year - May 2014 to present
	* Independently manage range of general office administrative tasks such as creating spreadsheets and PowerPoint presentations, setting up/maintaining databases, drafting documents and correspondence, communicating with vendors, preparing candidate profiles for recruitment, organizing files, conducting general research, ordering office supplies, preparing reports, typing/editing, scheduling, providing telephone support, maintaining sick leave record, and updating database with confidential records
	* Formulated a streamlined process of transcription and systematic review of hybrid record, i.e. medical record in hard copy and electronic format, including digital images, summary, and findings with MRN and clinician entries, e-signature and stamp with security, backup, quick retrieval, and recovery
	* Improved turn-around time of providing detailed medical reports for insurance pre-authorization and re-imbursement claim forms
	* Generated sample templates of dictations along with alphabetically listed medical dictionary with abbreviations, acronyms, sound-alikes, idioms, and medications with dosages
	* Created cogent 90-day action plan for DHA Weyak inspection
	* Start-to-finish application of DHA facility, professional licenses, and renewals
	* Regularly summarize and inform staff of DHA circulars pertaining to health standards and regulations
	* Expeditious submission of patient and medical tourist statistics to DHA every quarter
	* Collaborated with DHA Dubai Medical Tourism Club and WIS in organizing the “Be Beautiful in Dubai” packages
	* Prepare Consent Forms and Advice Sheets for Patient Education
	* Prompt renewal of staff health, medical malpractice, and property-all risks insurance
	* Proactively collaborate with staff/agencies for preventative maintenance of water tank cleaning, pest control, fire alarm, and medical waste management as per Dubai Municipality
2. **Administrator** |Gulf Healthcare International Group|2+ years - 2011-2013

**Supervisor** | Oriana Hospital, Sharjah | Jun 2012 - Oct 2013

* + Supervised front-office desk staff with peer-to-peer coaching and identifying group dynamics
	+ Actively responded to patient queries in empathetic manner with appropriate SOPs
	+ Registration, scheduling appointments, diagnostic tests, procedures
	+ Maintaining and submitting statistics for Marketing Department

**Assistant** | Occupational Health International | Apr 2011 - Apr 2012

* + Supervised Patient Record collection and storage

- Managed billing database for internal audits bi-annually

* + Developed policies, procedures, and forms for Patient Record and Information Flow, Accessibility, Release of Medical Information, Secure Filing of Medical Records, etc. for JCIA
1. **Document Administrator** | Canadian Specialist Hospital – Dubai |1 year approx. - Jul 2010 - Mar 2011
	* Methodically categorized and documented electronic data from medical screening with collation, scanning, and archiving medical records of LOGCAP employees in Iraq according to US contract requirements
	* Created flowcharts to illustrate the pre-deployment/annual medical screening process for firefighter, food service, and environmental employees to optimize patient flow
	* Ensure HIPAA-compliant accuracy, privacy, security, and strict confidentiality of medical records

**Medical transcriptionist** |05/2010 – 06/2010

* + Speedy, accurate transcription of consultation notes and lab findings for all specialties including Cardiology, Orthopedic, Nephrology, Ophthalmology, Obstetrics and Gynecology, Pediatric, Neonatology, Urology, Dermatology, ENT, and Internal medicine
1. **Administrator** | Junaid Trading, LLC, Dubai | 2+ years – 01/2007 - 03/2009
	* Developed and updated efficient administrative systems
	* Independently drafted official letters/emails for Sales and HR Departments
	* Handled petty cash, invoices, and order of office supplies
	* Assisted HR and PRO with employee leave record and salary
2. **Transcriptionist/Proofreader/Quality coordinator** |Spheris, Bangalore, India| 3+ years - Jan 2000 - Jul 2003
	* Led and mentored 20+ members of transcription team to optimize productivity
	* Designed and audited work processes for continuous quality improvement
	* Achieved zero errors per 1000 lines accuracy in transcribing reports/letters for multiple medical specialties

**Other Work Experience**

Gulf Air, Abu Dhabi – 2 years - 1995-1997 - **Reservations Agent**

Safeer Integrated Systems, Abu Dhabi – Temporary, 3 months - **Administrator**

**CERTIFICATION**

* Documentation in Medical Records, Dubai Health Authority, Dubai, U.A.E. - 2011
* Certificate of Merit in Medical Transcription, Center for Medical Transcription Services, Bangalore, India – 2000 - Attested
* Internal Auditing of Quality Management System - ISO 9001:2000, Nathan and Nathan Consultants, Bangalore, India - 2003
* Customer service, selling skills, Falcon Host Reservations, Gulf Air, Abu Dhabi, U.A.E. – 1996

**EDUCATION**

* Diploma in travel management, India International Trade Center, Bangalore, India - 1994
* Pre-university in Science, Central Institute of Home Science, Bangalore, India – 1993 - Attested
* High school, St. Joseph's School, Abu Dhabi, U.A.E. –1991

**ACHIEVEMENTS**

* Created Allergy Clip alert for patient records
* Highest scorer in Qualified Internal Quality Auditor ISO 9001:2000 QMS at Spheris - 2003
* Best Team of the Year at Spheris – 2000

**COMPUTER SKILLS**

MS Word, Excel, PowerPoint, HIS like Sage AccPac, Insta, Prag, and Multivision, intranet, and Adobe Acrobat

**LANGUAGES**

English, Arabic (basic), Hindi

**VOLUNTEER**

DHA Medical Tourism and Statistics and Data Collection Committee