**JAYA**

[**Jaya.363794@2freemail.com**](mailto:Jaya.363794@2freemail.com) ****

**Patient Care Manager**

Seeking a position to utilize my skills and abilities in the present world and to become a

result oriented highly successful person involved in implicating new ideas and strategies

in tune with quality standards and present day technologies.

**Summary of Skills:**

* Strong commitment towards work responsibilities and ethics
* Excellent verbal and written communication skills
* Experience in leading, motivating, and supporting staff
* Analytical thinker with superior problem solving skills
* Ability to think critically and methodically
* Skilled at handling work pressures and handling hostile situation patient

**Experience:**

**Assistant Manager:**

CARE Hospital**October, 2012 – December,2016**

As a Telephone Operator for CARE Hospital in Oct 2003 to Oct 2010

As a Senior PRE and PERSONAL ASSISTANT ADMIN CARE Hospital in Nov 2010 to July 2012.

Promoted as an Asst. Manager, Admin for CARE Hospital from Aug 2012 to Dec 2016

**TELEPHONE OPERATOR RESPONSIBILITIES :**

**Oct 2003 to Oct 2010**

• Operate telephone exchanges, PBX machines, intercoms and public address systems  
• Take telephone calls from visitors and customers and provide them with required information  
• Ensure that information provided to callers is precise and within the boundaries set by company protocols  
• Make telephone calls to people upon instructions from company executives  
• Transfer telephone calls to concerned departments and individuals  
• Make calls to executives to determine if a particular executive wants to take a phone call  
• Operate fax machines to send and receive messages  
• Receive messages from callers and relay them to appropriate recipients  
• Report any problems or operating issues with telephone equipment  
• Perform minor troubleshooting activities on telephone equipment  
• Ensure that appropriate telephone equipment maintenance is scheduled  
• Keep records of calls and record any calls that are deemed important by the company  
• Make sure that irate callers are dealt with in a polite manner  
• Update directory information and provide relay services for people with hearing impairments  
• Perform filing and record keeping activities and ensure that work areas are kept clean and maintained

**SENIOR PATIENT RELATION EXECUTIVE AND PESONAL ASSISTANT ADMINISTRATION RESPONSIBILITIES:**

**Nov 2010 to July 2012.**

dealing with queries on the phone, by email and social media

organising my manager’s diary and making appointments

greeting visitors at reception

typing letters and reports

updating computer records

setting up meetings and taking notes during them

making travel arrangements for staff

taking notes at meetings

looking after visitors

Assigned the tasks of handling front desk and ensured cleanliness of the area

Handled the responsibilities of ensuring that all the queries and complaints of customer are promptly attende

Assist patients with problems associated with hospital registration and admission

Taking care of the credit patients, having sound knowledge regarding all credits

Before surgery informing patient attendant to settle surgery dues at the billing, receiving confirmation from billing department.

Performed the tasks of reporting to the Center Head in case of critical problem

Prepared reports of the daily activities of the organization when require

To brief the patient attendants on need basis food services and facilities available in the ward.

Performs the tasks of responding to the queries and request of guests and clients

Handles the responsibilities of managing patient relation activities of the organization

Coordinates with the request of guest to other departments like pharmacy ,housekeeping and pantry

Responds as well as solves different complaints of patient attendants

**ASSISTANT MANAGER RESPONSIBILITIES:**

**Aug 2012 to Dec 2016**

To ensure smooth and efficient functioning of the patient care servicescoordination of communication between patients and families and medical staff

Meeting the patients every morning get their feedback, seeking the remedial measures in case of patient’s satisfaction and shortfall

To ensure timely discharge process and hand over to the patient by concerned in the time of

discharge of the patient. Where it is not possible (except in case of insurance patient) to ensure that the patient least that the valid discharge summary.

Maintaining record of number of admission and discharges.

Handled financial operations like counseling of the patients daily with attendants.

Informing the ward-resident / Consultant doctor about the new admission.

Receiving the newly admitted patients in the ward.

To coordinate and ensure smoothly / sensible admission process in case of IP ICCU andemergency of patient is carried without delay for discomfort.

Provide patients and families with information on hospital services, procedures and protocols

Respond to patient inquiries regarding physicians and services

Respond to patients’ complaints regarding hospital services and ensure that concerns are handled properly

Ensure that all concerns and complaints are directed to the concerned personnel with a hospital

Perform crisis intervention duties with a view to facilitate resolutions

Schedule meetings with patients or family members and ensure that corresponding physician or hospital staff’s availability

Effect change within the hospital system to ensure that patient experience is enhanced

Suggest improvements to present hospital systems in a bid to make the system more workable

Provide feedback to patients and families regarding their concerns and comp

Performing MOD (Manager on duty) as per roster

Taking daily billing update from billing department and following it up.

Giving daily report to AGM Administration and FCOO.

**Education:Bachelors Of Arts**

CHHATRAPATI SHAHU JI MAHARAJ University **July, 1998 - July,2000**

**TechnicalQualification:**

Computer MS Office from Maws Information Technology, Hyderabad

Typewriting Higher Grade in English from Board of Tech.Education, Hyderabad

**Awards and Honors:**

Awarded Best Employee in 2006.

Promoted as Asst.Manager in 2011.

Awarded as Best Floor Administrator in 2014.

**Languages Known:**English, Hindi and Telugu.

**PERSONAL INFORMATION:**

**Date of Birth :-**15-05-1974

**Marital Status :-** Married

**Nationality :-**Indian

**Interest & Hobbies :-**cooking

**Declaration** I hereby solemnly declare that the above information furnished by me is

true to the best of my knowledge, belief and integrity.