**shilpa angel**

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**B R I E F D E S C R I P T I O N**

I did my MSW at RVS College of arts and science, Coimbatore majoring Medical and Psychiatric. Bachelor of Commerce from St' Joseph College for women,Alappuzha and graduated in 2011.

**Objectives**

To explore career in an organization where I can utilize my skills and knowledge for the betterment of the organization and to improve my learning curve, which would help me to develop in organisation.

**WORKING EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **INSTITUTION** | **DESIGNATION** |  **NO OF YEARS** |
| HOSPITALAster MedcityBhavansVidya Mandir,School | Inpatient CoordinatorCounsellor | Two Years2Months |

**JOB DESCRIPTION**

|  |
| --- |
| **Daily Rounds with doctors and personal visit**  |
| **Evaluating the patients:-**Evaluating patients and families,understanding the illness and option as  well as consequence of various treatment,Employing crises  intervention,employ patient about discharge formalities, give counselling to the patients  relatives and patient |
| **Problem Solving & Patient Relations:-** Problem Solving and grievance handling of patients, Maintain cordial patient relations Ensuring patient satisfaction, To avoid delays in the systems, Ensure all standard protocols set by organization are maintained |
| **Billing,Insurance & ESI Coordination:-** Facilitate smooth billing process for the patient,Clarify patient query  on billing information, Check with Insurance Coordinator for cases requiring approvals,Coordinate with insurance desk for insurance related matters, Check with the Insurance coordinator about the packages covered |
| **IP services:-** Facilitate smooth admission process for the patient, Coordinate with admission desk for room availability, room booking, Ensuring patient have smooth and comfortable stay in IP services.Communicate patient concerns to respective stake holders and solve the issue at the earliest.Ensuring patient follow-up process and book CoE appointment accordingly |
| **Quality:**To maintain JCIA documents, educating new joiners to maintain the quality standards,To participate and contribute to departmental quality initiative.To carryout data collection/support in data collection,To adhere to the safety norms of hospital, follow both patient, and staff safety rules. To participate and contribute to departmental quality initiatives.To be aware of departments performance and objective |

**ACADAMIC RECORDS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COURSE** | **INSTITUTION** | **EXAMINING AUTHORITY** | **YEAR** | **MARKS (%)** |
| M.S.W | RVS College of arts and science | BHARATHIAR UNIVERSITY | 2012-2014 | **67%** |
| M.B.A | Distance education  | BHARATHIAR UNIVERSITY | 2014-2015 | **Pursuing** |
| B.COM | St'Joseph College For Women Alappuzha | KERALAUNIVERSITY | 2009 -2012 | **49%** |
| H.S.C | Secret heart higher Secondary School. Cochin | STATE BOARD | 2007-2009 | **67%** |
| 10th | St' Marys Anglo Indian Girls high School.Cochin | STATE BOARD | 2006-2007 | **66%** |

**FIELD WORK TRAINING (in Msw)**

|  |  |  |
| --- | --- | --- |
| **Name of the institution**  | **Type of institution** | **Period** |
| Kusumagiri Mental Health and Research Center | Psychiatric institution | 23days |
| Kovai Rehabilitation and Information Service for handicapped | Special School | Dec 18,2013 to March 13,2014 |
| K.G Hospital | Department of psychiatric(Hospital) |  4th July 2013 to 10th October 2013 |
| Block Development Office | Block Development Office | 5th Dec 2012 to 14th March 2013 |
| AshwasaBavan | orphanage | 15days |
| Cochin Service Society  | NGO | 5days |

**Extra curriculuar activities/achievements**

* Conducted Multi-department CME based on robotic surgery
* Conducted Hernia Camp
* Conducted Hepatitis B,C reduction camp
* Participate in NationalConference about “Rendering Quality Health Care” in Professional social work.
* Participate in National Seminar about Children with disabilities.
* Participated leadership camp of Rotary club at Jawaharlal Nehru Stadium, cochin
* Participate 10days NIC camp of NCC held at chennai.2011

**personaldetails**

Father’s name : Mr.K.J.Antony

Mother name : Hemaantony

Address : Kurisinkal (H)

Moolamkuzhi,Beach Road

Mattancherry P.O

 Cochin - 682002

Date of birth candidate : 16.09.1990

Gender : Female

Marital status : Married

Religion : Christian

Languages known : English, Tamil, Malayalam

**DECLARATION**

 I, **SHILPA ANGEL** confirm that the information given above is true to the best of my knowledge

Place: Kottayam

Date: 22/6/2018