

CURRICULUM VITAE

Justine Jose
Patient Relationship Officer &
Medical Social Worker
Travancore Medical College Hospital
(Travancore Heart Institute) Kollam, Kerala
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Date of Birth 03-04-1991



Present Address	TC-2/376 (35) Palmgrove Villa Lane Pattom PO Near Ullor Bridge, Trivandrum
Permanent Address	Nampudakathu (H) Vellikulam PO Teekoy, Kottayam Pin-686580

OBJECTIVE

"A highly professional and dedicated individual with virtues of punctuality and good co-ordination capabilities among to work in reputed hospital which sets high standards for patient care."

1)	BA Political science, from St. Thomas college, M.G University, Kerala India
2)	MSW in Medical and Psychiatry from B.V.M college, M.G University, Kerala, India.

Professional Qualification

Degree	Institution	University	Year of passing	Percentage
MSW	BVM Holy cross college, Cherpunkal	M.G University	2014-2016	75%
BA political science	St.Thomas college pala	M.G University	2011-2014	60%
Plus two	G.H.S.S pala	Board of higher secondary, Kerala	2009-2011	68%
SSLC	St.Antony's H.S vellikulam	Board of Public Examination Kerala	2008-2007	60%

THERAPIES KNOWN

Group Therapy, Relaxation Therapy, Counselling

DESSERTATION OF WORK

" A STUDY ON THE HIGH RISK BEHAVIOR PATTERN OF COMMERCIAL SEX WORKERS IN TRANSMITTING SEXUALLY TRANSMITTED DISEASE WITH SPECIAL REFERENCE TO KOTTAYAM DISTRICT "

WORK EXPERIENCE

1)	Organisation	Travancore Medical College Hospital, (Travancore Heart Institute) Kollam.
	Duration	August 2016 to till Date
	Job Description	Patient Relations Officer & Secretary and Medical Social Worker - Cardiac surgery Department

PERSONAL DETAILS

Date of Birth : 3-4-1991
Sex : male
Marital Status : Married
Religion : Christian, RCSC
Languages Known : English, Malayalam, Tamil
Nationality : Indian

DUTIES AND RESPONSIBILITIES.

1)	Patient relation officer is the link between patients, families and the hospital.
2)	Patient relation officer resolving problems and acting as mediators
3)	Registration of patient visit to the hospital
4)	Developing and coordinating patient care
5)	Getting Insurance approvals
6)	Financial counselling & discussing with the patient and relatives regarding available treatment Packages and their details.
7)	Handling admission and discharge process of patients.
8)	Visit patients and ensuring patient confidentiality at all times.
9)	Handle complaints from patient and provide service recovery.
10)	Counselling to prepare the patient mentally for procedures.
11)	Assisting rounds with the doctor and solving patient problems
12)	Patient related activities such as ensuring speedy delivery of lab reports, films or CD's from concerned departments to the required site for the physician's ease.
13)	Ensuring safe and timely patient transfer from intensive cares to allotted ward/room or between stations, smooth room shifting procedures.
14)	Accurate billing; receiving and balancing of payments.
15)	Scheduling of appointments for follow-up
16)	Act as a source of information about hospital services, policies and rules.
17)	Relevant admission documents are obtained, processed and filed as per specifications.
18)	Answering phone calls and all general enquiries, assist callers with necessary information about the hospital such as making appointments with the concerned physician.
19)	Perform any other duties such as undertaking responsibilities assigned by the Dept. Chief.
20)	Arranging and organizing dept. meetings etc. CME's, conferences, round table discussions, case studies etc.
21)	Doing discharge Summary.

TRAINING COURSE

1)	One year field work training in (HOPES) at Cherpunkal
2)	Fifteen days institutional placement at (BVM) BISHOP VAYALIL MEMORIAL HOLY CROSS HOSPITAL , Moolamattom, Kerala, (Psychiatry setting).
3)	One month field work training at YENEPOYA MEDICAL COLLEGE , MANGLORE (Hospital Setting)
4)	Eleven days skill development in health care at TRAVANCORE MEDICAL COLLEGE.,KOLLAM.

WORKSHOP ATTENDED

Research, counselling, PRA, skill development, and project proposal.

Seminars & Students Meet Attended

- National Social Work Students Meet, Denovo'14
- Seminars and programmes of world day of social work organized by Kerala Association of Professional social workers (KAPS).

COMPUTER SKILL

M.S. Office, M.S power point

REFERENCES

- | | |
|----|---|
| 1) | <p>DR. Y.A. NAZER Ms Mch (AIIMS)
CHIEF CARDIAC SURGEON
DIVISION OF CARDIAC SURGERY
TRAVACORE HEART INSTITUTE, KOLLAM, KERALA
SUT ROYAL HOSPITAL, TRIVANDRUM, KERALA
PRS HOSPITAL, TRIVANDRUM, KERALA
MOB:9847087466</p> |
| 2) | <p>DR. PRADEEP KUMAR Ms Mch (AIIMS)
SENIOR CONSULTANT CARDIAC SURGEON
DIVISION OF CARDIAC SURGERY
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| 3) | <p>DR. M.C RAJAKUMAR Ms Mch
SENIOR CONSULTANT CARDIAC SURGEON
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TRAVACORE HEART INSTITUTE, KOLLAM, KERALA
SUT ROYAL HOSPITAL, TRIVANDRUM, KERALA
PRS HOSPITAL, TRIVANDRUM, KERALA
MOB: 09447183386</p> |
| 4) | <p>DOLLY KURIAN
HEAD OF THE DEPARTMENT
BVM HOLY CROSS COLLEGE
CHERPUNKAL
MOB: 09447126615</p> |

Declaration

I hereby declare that all the above statements made are true to the best of my knowledge and belief. I am confident of being able to work independently as well as in group. I feel that my determination, motivation, ability to analyze problems logically and willingness to work hard will stand with me in good stead in your organization. I hope to fit with your idea of recruiting. The entire edifice of my career is built on the appointment at your concern.

Trivandrum
25.09.2018

Justin Jose