

Virendra Sharad Gadge

A Commerce Graduate from Mumbai University with a blend of operational and corporate functional experience.



PROFESSIONAL PROFILE

A result oriented professional with 12 years of overall experience including 1 year Africa Experience in Operations Management, Logistics, Hospital Administration, Front Office, Facility Management, Billing Services & Service Industry.

CAREER HIGHLIGHTS

June – 17 – April-18

H J Hospital, Kinshasa, RDC

Asst Manager Billing Services/Operations

Hospital Profile:-

SRLHJ Group is one of the fastest growing business houses in the Democratic Republic of Congo, with leading presence in the areas of Aviation, Hospitality and Construction, The HJ Group is bringing change in Quality of Life in the country.

The HJ group with its dream to bring change in the healthcare in Africa, has invested to set up a state of the art diagnostic and 104 bedded hospital facility in technical partnership with the SRL-Fortis Group India at Kinshasa, DRC.

Direct Reporting Staff Strength to Asst Manager Billing Services/Operations – 15 nos

1. Front Office Billing & Operation Areas

- a. Front Desk_ Estimates Generation/ Diagnostics Billing of all Services Available
- b. Visa Desk_ Estimates Generation/ Billing
- c. Convention/Assurance Desk_ Estimates Generation & Processing/ Forwarding to respective Insurance Co for approvals.
- d. Administration office
- e. Estate Management
 - (1) Facilities
 - (2) House Keeping

Key Responsibility Area

- Assist the Operations Manager in day to day operations of the centre.
- Plans, process flows and responsibility for various sections are under the responsibility of the operations.
- Manage the afore mentioned sections in tandem with the Operations Manager in accordance with the directives and requirements of the organization.
- Make and verify daily, weekly, monthly MIS reports and forward to Marketing/Finance team for commissioning.
- Ensuring smoother operations and client/patient satisfaction by coordinating with all dept.
- Attending VIP Patients and ensuring their entry through green channel & make them comfortable in VIP Lounge.
- Manage entire workflow keeping relevant authorities in loop after taking proper approvals & permission from concern.

March – 15 – June-17

Sunshine Global Hospital

Asst Manager-Billing Services, IPD/OPD/HCP/TPA

Hospital Profile:-

Sunshine global Hospitals (SGH) offers a world of good health through a number of Multispeciality Hospitals in major cities of Gujarat. We have, over the years, developed a transparent and trustworthy doctor-patient relationship while at same time, providing the best multispeciality and tertiary care centres for the public in all these cities. All our units provide high end, quality medical care to its patrons while offering employees a highly rewarding professional experience.

Sunshine Global Hospitals is promoted by well known medical professionals, **Dr. Bhikhubhai Patel and Dr. Rajiv Shah**, renowned practitioners in their Speciality. Currently, we have three hospitals in vadodara, one in Bharuch and one in Surat.

Total Direct Reporting Staff Strength to Asst Manager Billing Services – 16 nos

Job & Responsibilities -Front Office IPD/OPD/TPA/HCP & Corporate Billing

- Responsible for smooth functioning of day to day Hospital operations.
- Verification of bills whether they are prepared according to the MOU,SOC etc for various corporates.
- Verification and Authorization of various concessions/discounts granted to patients/corporate's.
- Ensuring smooth functioning of Indoor patient dept/Out patient Dept, Health Checkups through constant monitoring through physical supervision as well as through token system & through H I S software.
- Ensuring that patients are immediately attended by reception staff properly billed & communicated regarding their possible waiting time.
- Attending VIP Patients and ensuring their entry through green channel & make them comfortable in VIP Lounge.
- Handling of irate patients,queries,other general complaints etc & screening of patient feedback to improve services.

Staff Management & Trainings

- Providing on job/off job training to department staff to improve and sharpen their skills.
- Preparing duty roster of all concerned dept staff in a manner to ensure smooth functioning of hospital operations.
- Taking care of administrative functions like preparing leave calendar of staff,sanctioning of leave, timely resolution of staff grievances in respective dept's.
- Ensuring spot resolution of interpersonal and inter departmental issues.
- Conducting periodic meetings of all staff for smooth functioning & preparing minutes of meeting.

Facility Management Administrative Work

- Ensuring employees of department are following dress code & strictly complying with the grooming standards & also ensuring observance & adherence of basic mannerism & etiquette while handling the patients.
- Taking daily hospital facility round's and ensuring proper functioning of all bio medical equipments,DG sets,water and electricity supply,lift & hospital maintainence etc is smoothly functioning.
- Supervising & ensuring housekeeping services are upto the marks.
- Monitoring & ensuring good standard quality of Food & Beverage been served to patients as per diet advised by consultants.
- Ambulance services and driver management.

Nov - 13 - Till Feb -15

Laxmi Eye Institute

Manager-OPD OPERATIONS

Hospital Profile:-

Laxmi Eye Institute is a well equipped, state of the art hospital that offers globally bench marked diagnostic,therapeutic and surgical solutions.

It is one of the few of its kind in India that offers the complete range of eye care facilities.

Designation -Manager - OPD OPERATIONS (Panvel, New Panvel & Dombivali - 3 centres)_Reporting to C.E.O.

Total Staff Reporting Strength to Manager OPD - 28 nos.

Jobs & Responsibilities:

- Total Responsible for smooth functioning of OPD and line up of patients for surgery & other related procedures of the Institute.
- Ensuring patient comfort and reduction of patient waiting time.
- Providing on job/off job training to department staff to improve and sharpen their skills.
- Ensuring smooth running of opd through constant monitoring through physical supervision as well as through token system & through H I S software.
- Ensuring smooth patient flow & evenly distribution of patients between optometrist's & consultants .
- Extending necessary support & guidance to staff including induction of new employee & imparting orientation training to new recruits in OPD dept.

- Ensuring that patients are immediately attended by reception staff properly billed & communicated regarding their possible waiting time & number of procedures they are suppose to undergo.
- Managing all opd floors efficiently,advising patients about sitting arrangements at appropriate floors.
- Preparing duty roster of all opd staff in a manner to ensure consultants,Optometrist's,Reception staff & patient coordinators are available at all times.
- Attending VIP Patients and ensuring their entry through green channel & make them comfortable in VIP Lounge.
- Handling of irate patients,queries,other general complaints etc & screening of patient feedback to improve services.
- Ensuring overcrowding of patients is avoided at any given time by debottlenecking possible delay at work station such as reception,dilatation,.refraction etc.
- Taking care of administrative functions like preparing leave calendar of staff,sanctioning of leave, timely resolution of staff grievances in OPD dept.
- Conducting periodic meetings of opd staff for smooth functioning & preparing minutes of meeting.
- Ensuring employees of department are following dress code & strictly complying with the grooming standards & also ensuring observance & adherence of basic mannerism & etiquette while handling the patients.

Sep – 11 – July-12

Vasan Eye Care Hospital - Nasik

Front off Exec/Billing/TPA/Stores

Hospital Profile:-

Vasan Eye Care Hospital is the first corporate chain of eye hospitals in India and one of the largest eye care service providers in the world. The hospital features the most modern technologies for eye care, maintaining international standards of quality with philosophy of personalised care at affordable cost.

Vasan Eye Care had set up its first hospital in 2002,and has now grown to over 180+ super speciality eye care hospitals across india.With 800+ ophthalmologists and 8000+ trained staff,Vasan Eye care is now the world's largest eye care network.

Front Office Management and Billing Services:-Primary Responsibility.

- Registration of New Patients in Health Management Object System software (HMOS) & informing patients regarding the procedure for primary eye check, necessary test & waiting time for the total check up.
- Printing of Registration Cards & informing patients about the usage of UID card.
- Reviewing & managing the proper flow of files to optometrist, consultant, optical & pharmacy & counselling dept.
- Managing proper opd flow & allocating equal number of patients to consultants.
- Doing primary investigation by taking AR of patient on Auto Refractometer.
- Doing primary investigation by taking Intra Ocular pressure of patient on Non contact tonometer).
- Assisting Optometrist in removing Previous Glass power on Lensometer.
- Monitoring of waiting time of each patient & taking timely report from opd assistant's reg number of patients attended by consultants.
- Assisting Doctors in case of emergency or non availability of OPD assistant.
- Handling board line and receiving Incoming calls & forwarding it to the concern depts.
- Entering Inward Entries of Couriers, Equipments etc received at front office & forwarding to concern depts.
- Entering outward entries of couriers & maintaining register & POD file for the same.
- Providing administrative support to the department as an when needed.
- Billing of outpatient consultation in Health Management Object System software (HMOS) & entering the same in Medical Record File & generating invoice of the same.
- Billing of OP & Surgical Procedures in Health Management Object System software (HMOS) & entering the same in Medical Record file & generating invoice of the same.
- Generating IP bills i.e. Insurance Category patient bills in Health Management Object System software (HMOS) entering the same in Medical Record.
- Generating daily clinical collection report & by end of the day handing over cash collected to accounts dept.

TPA Help Desk:- Primary Responsibility

- Sending Preauthorization request note duly filled through fax & email to respective insurance company in case of cashless claim benefit.
- Conforming with respective TPA company whether they have received preauthorization request or not
- After receiving approval letter from the insurance company informing the patient regarding the same.
- Generating IP bills i.e. Insurance Category patient bills in Health Management Object System software (HMOS) entering the same in Medical Record.
- Despatching all original hospital, pharmacy, investigation etc bills to respective TPA company & confirming with them whether they have received the same & same has been processed or not.

Nov – 09 – July-11

International Certification Services

Office Executive

Company Profile

Ics Has emerged as a leading international "Conformity Assessment Body" operating in ten countries, having a strong presence in India, at almost all industrial Hubs. ICS is a professional organization backed by more than 300 competent, devoted, well qualified and highly skilled / experienced personnel to provide independent, value added conformity assessment and management certification services. ICS is provider of Total Quality Solution under one roof. Our wide spectrum of conformity assessment services to private, public and government organization.

- **Asset & Accessories:**
Distribution and Maintenance, stock
- **Housekeeping, Maintenance & Repairs**
Supervision of work performed by housekeeping staff, office boys; preparing log sheet for the same on daily basis & carrying out corrective actions if required and also taking care of AMC of Assets & carrying out preventive maintenance.
- **Library Management**
Issuance of Standards/Manuals, Books & Maintenance, Stock updating and also to update ISO/IS Standards filing and issuances.
- **Corporate Office & Guest House**
Repair Maintenance & Solution of Complaint's
- **Reliance Group Mobile Connections:**
Correspondence / communications with Reliance Customer Care / Representatives for Activation of various facilities on mobiles and helping employees for solving the Complaints related to Reliance mobiles & FWPs. Account Maintenance, Data card.

28-Aug-2006 - 10-Apr-2008

Shell Transource Ltd

Back Office Executive

Company Profile

Shell Transource limited Mumbai, ISO 9001: 2000 Non Voice BPO Logistics Department. "Shell" has been successfully established in BPO world since 1990, with a proven track record of catering some of the conventional Indian companies.

Responsibilities: -

- Back Office Coordinator for Tata-Aig General Insurance Company Ltd for Direct to Customers process.
- Coordination with Customers & FOS of Shell transource ltd regarding the collection of Insurance premium cheques.
- Maintaining Daily MIS of cheques collected & forwarding the same to client twice a day.
- Reconciliation of Cheques collected & deposited in Deutsche bank against deposit slips.
- Maintaining daily Deposit slip MIS & forwarding to Tata-Aig & Deutsche bank.
- Prepare cheque Pick up % & performance of FOS Location wise.

ACADEMIC CREDENTIALS

- ⇒ Commerce Graduate from Mumbai University.
- ⇒ Completed IC33 Financial Counselling Training as per IRDA Guidelines.
- ⇒ Worked as Trainee Jr. Executive for 6 Months with Wockhardt Hospitals Nashik.
- ⇒ Worked as Trainee for 6 months Front Office Care Facilitator with Fortis Healthcare Ltd Mulund.
- ⇒ Two Days Counsellor Training Programme by "CARE GROUP" Leader in Ophthalmology.
- ⇒ One day Workshop on TPA organised b IHA Vadodara.

COMPUTER SKILLS

- ⇒ Diploma in Office Automation (Word, Excel, Power Point, FoxPro)
- ⇒ Diploma In Tally 5.4

PERSONAL DETAILS

Name: - Virendra Sharad Gadge

Fathers Name: - Sharad Rajeshwar Gadge

Residential Address: "Shreeji Sadan Villa",D-701 Radha Ramandev,Opp Narmada College,Zadehswar,Bharuch 392011.

Permanent address: R.No.1,Municipal Dispensary Bldg,Bail Bazar,Kurla West,Mumbai-400070,Maharashtra.

Date of Birth: - 02-Jun-1981

Religion:- Hindu

Nationality: - Indian

Passport No: - N1498674

Date of Expiry: - 26/07/2025

Pan Card Number:- AKOPG3333L

Marital Status: - Married

Languages Known: - English, Hindi, Marathi & Gujarati.

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Place: -

Date: -

Signature