

Riya Jose



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Career Objective

To pursue a challenging career and be a part of progressive healthcare organization where I can apply my professional expertise in Hospital Administration to contribute immensely to the bottom line of the organization to achieve the organizational goals.

Personal Details

Date of Birth	29 th Nov 1995
Father's Name	M C Jose
Gender	Female
Marital Status	Single
Languages known	English, Malayalam

Residential Address

Riya Jose
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Karumalloor p.o
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Communication Details

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Email riyajose113@gmail.com

Academic Credentials

2018–2020 Masters of Hospital Administration, Little Flower Institute of Medical Sciences and Research centre (**LIMSAR**), Angamaly, Ernakulam, and The Kerala University of Health Sciences.

2015–2017 B.Sc physics with computer application, MES college Marampally, MG university

2012–2014 Higher Secondary in **Biology Science**, St. Francis HSS, Aluva, **Percentage – 80.**

Work Experience

March 2021 Worked as **Operation Executive** at SNIMS Medical college , Chalakka Ernakulam.

Tasks Performed·

- Created the systems to ensure adherence to TAT in discharges and admissions.
- Manage the discharge process and move towards planned discharges.
- Created a policy for standardized counselling process and ensure adherence.
- Created a standardized protocol for patient management and communication.
- Coordinating front office management
- Coordinating allocation of rooms to IP Patients
- Coordinating the OP appointments with the concerned Consulting Doctors
- Coordinating admission of referred cases and informing the COO.
- Counselling the IP Patients before Surgery, Procedures, etc.
- Ensuring delivery of the bills to Patient's rooms

- Ensuring advance payments and dues clearance on a timely basis
- Preparing daily IP / OP Reports.
- Overall supervision of the admission and discharge process.
- Maintained Health care record system for Corona patients and coordinates Vaccine distribution.
- Preparation of patient satisfaction survey and taking feedback.
- Renewed the billing of that hospital.
- And I work as an coordinator in "home care services", that the service provide to covid patient who were in their in home.
- Renewing the surgery package of the hospital.

Professional Skill Set

Programming Languages	C
Operating Systems	Linux, Windows
Other Tools	Microsoft Office, Latex

Curriculum Projects & Seminars

MHA Project

Topic	STUDY ON LABORATORY TURNAROUND TIME
Duration	45 days
Description	A Study Of Determinaton Of Laboratory Turnaround Time Among The Outpatient Of M A J Hospital Edapally
Title	STUDY ON HOSPITAL DISASTER PREPAREDNESS PLAN
Duration	15 days
Description	A Study To Assess The Awareness On Hospital Disaster Preparedness Plan Among The Staf Of Emergency Department In SNIMS Hospital, North Paravur.

Publications & Conferences

- Participated in AHSCON 2020, National Allied Health science Conference held on 2nd and 3rd February 2020 at NIMHANS.
- Participated in HOSPICA EN MASSE 2019, 8th National Conference on "Hospital 2.0 - Pioneering Healthcare" held on November 2019 at Dr. John Mathai Centre, Thrissur, and Kerala, India.
- Participated in the National Conference on "Healthcare Excellence through Administration and Leadership (HEAL 2018)" held on October 2018 at Baby Memorial Hospital (BMS), Kozhikode, Kerala, India.

Soft Skills

- Confident and ready to take challenges.
- Ability to deal with people diplomatically.
- Willingness to work hard and learn new skills.
- Sincerity and Punctuality.

Declaration

I hereby declare that the above mentioned information is correct to the best of my knowledge and I bear responsibility for the correctness of the above mentioned particulars.

Place: Ernakulam, Kerala

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