

## SRUTHI K R

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### Personal Summary

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### Skills

Strong organizational skills; attention to detail Ability to proficiently use computer and standard office equipment. Ability to proficiently use Microsoft Excel, Outlook and Word Ability to resolve associate issues effectively and efficiently

### Healthcare Experience

- **IP Relation Executive** Renaimedicity Hospital,  
Kochi ,India (12/2020\_ Present
  - To visit patient to ensure that they are comfortable and prepares daily reports on the rounds
  - To update admission and discharge register
  - To inform concerned department to resolve patient complaints
  - To ensure clearance from billing
  - To followup referrals and doctor's visits
  - To know the number of patient ,new admission ,night problems,if any
  - Update patient accounts and balances
  - Give financial counseling to patient regarding procedure and insurance
- **Customer Service Executive** Aster Al Raffah Hospital (DM healthcare) Sohar,Oman (2018-2020)
  - Maintains frequent phone contact with provider representatives customer ,staff, and case manager
  - Provides assistance to doctors and patients to complete and submit all necessary insurance forms and program applications
  - Provide feedback to management concerning possible problems or areas of improvement
  - Patient Registration, OP and IP Billing
  - Arranging treatment rooms for patients and ensured that rooms were clean and inviting for incoming patients.
  - Experience of 3rd party reimbursements from insurance companies
  - Follows up via phone, mail, and/or fax for missing enrollment information respond to verbal and/or written inquiries in a timely manner
  - Knowledge, understanding, and compliance with company policies and procedures

**Experience**

- Copyeditor (NEWS 18 KERALAM, Trivandrum 2016-2017 )
- Sub Editor (TV New, Kochi 2014 -2016)

**EDUCATION**

- PG Diploma in Television Journalism, Bharatiya Vidya Bhavan Kochi(2011)
- BA Functional English , Sree Krishna college , Guruvayur (2008)

**Personnel details**

Date of Birth	: 30/05/1990
Age	:31
Sex	: Female
Marital Status	: Single
Nationality	: Indian
Languages	: English, Malayalam , Hindi

**Declaration**

I hereby declare that the information furnished above are true to the best of my Knowledge and belief.

**SRUTHI K R**