




Aakash George Roy

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ABOUT ME

A Healthcare professional with 6+ years of experience in Patient Relations, Operations and CSR with a focus on the Middle-East and Indian markets. Skilled in Healthcare Administration, Patient Administration and Management, Hospital/Clinic Operations and CSR.

WORK EXPERIENCE

01/06/2022 – 01/12/2022 Muscat, Oman

EXECUTIVE - OPERATIONS ASTER ROYAL HOSPITAL

- Responsible for managing entire floor and coordinating all aspects of patient care from registration to discharge.
- Develop and implement systems and processes to always ensure smooth patient care.
- Keep a check on appointments and ensuring patients see the doctor in a timely manner.
- Resolving patient complaints and ensuring patient satisfaction.
- Optimizing patients' satisfaction by reducing waiting time, ensuring cleanliness and staff courtesy.
- Comforts patients by anticipating patients' anxieties, answering patients' questions; maintaining the reception area.
- Optimize processes to increase patient footfalls for department to achieve monthly target.
- Handle VIP patients in the appropriate manner.
- Manage the department CUG phones as per the assigned roster for on-calls.
- Collaborate with marketing team in planning and implementing marketing activities.
- Coordinate with various departments which includes Nursing, Marketing, Insurance Billing, MIS, Maintenance, OT etc.
- Liaise with insurance department and resolve issues if they arise.
- Ensuring availability of treatment information by filing and retrieving patient records.
- Helping patients in distress by responding to emergencies.
- Protecting patients' rights by maintaining confidentiality of personal and financial information.
- Maintaining operations by following policies and procedures, reporting needed changes.
- Contributing to team effort by accomplishing related results as needed.

13/09/2021 – 30/04/2022 Kochi, India

MANAGER ON DUTY - EMERGENCY DEPARTMENT ASTER MEDCITY

- Managing day to day operational requirements related to patient care, floor management, addressing patient and family concerns and front office management.
- Responsible for efficiently administrating and managing the daily ED functions and implementation of strategies with relation to hospital administration.
- Coordinate with different departments to facilitate the best and smooth function of the Emergency department.
- Managing the Administration and Patient Relations of Covid and Non Covid areas of Emergency Department.
- Initial counselling for ER Patients and responsible for ROT / DAMA.
- Guide ER patients through admission process and bed management.
- To visit all the admitting patients ensuring that they are comfortable and Maintain/Monitor TAT for ED Patients.
- Perform ED rounds during the shifts to ensure proper functions of the ED activities.

- Attend any complaints and when possible provide possible solutions and raise issues to the Immediate Manager.
- Managing urgent transfers and admission ensuring the patients are educated, supported and financially managed while in the emergency department.
- Performing initial acute screening for ambulatory arrivals, working tandem in clinical technicians, physicians and nurses to provide immediate care to the patients.
- To handle patient complaints and ensure remedial actions are taken within the stipulated time.
- To provide periodical report to the manager on the patient complaints/feedback and action pending status.
- To organize wheelchair/Stretcher for the patient and to escort the patient to Reception/ER/ Investigations /Consultation Rooms/Pharmacy/Admission counter.
- Support the manager in implementation of new plans and innovation.
- Managing the patient transfers from different hospitals based on referrals.
- Ensuring the ambulance register has been updated on daily basis.
- Arranging of Ambulance service for patients based on bystander request with forming team of doctors and EMS staff for safe patient transfers.
- Preparing MLC notes and updating to security officers.
- Giving Financial counselling to the patient/ bystanders or families.
- Cash handling of ambulance payments and closing the accounts on daily basis.
- Responsible for ROT to decline and increasing maximum number of IP admissions.
- Ensuring daily ICU updates has been taken and ensuring regular shift rounds in all ICUs.
- Handling distress call and ensuring Ambulance services are provided unstipulated time.
- Responsible for Counselling the bystanders on patients death and coordinating the procedure to release the body.

04/01/2021 – 10/09/2021 Kochi, India

SENIOR EXECUTIVE - OPERATIONS STEMZ HEALTHCARE (QATAR MEDICAL CENTER)

- Oversee efficiency of operational processes of Medical Center.
- Monitor and report on department performance.
- Provide administrative support to the center manager.
- Ensuring the customer feedback is collected through C-Sat for all service touch points.
- Directs applicants and help/guide them with any required detail.
- Ensure that applicants are attended within the permissible time to optimize process time at reception.
- Reduce wait times and maximize utilization of resources and customer experience.
- Ensuring Manpower staffing at each of the departments at any given day.
- Manage roster based on the trend analysis/footfall trend along with Center Manager.
- Educate customers on the process involved in the visa medical checkup.
- Crowd Management & addressing to applicant queries.
- Demonstrates appropriate discretion and judgement when handling sensitive and confidential information.
- Inform and coordinate for rectification of any break down in facility.
- Monitor Security related issues.
- Training/ Mentoring the team and implementation of new processes, while working closely based on Instructions from the Center Manager and the Country Manager.
- Ensuring compliance to prescribed systems as per the defined SLAs.
- To work with the Value-Added Services team to achieve maximum operational efficiency.
- Coordination with Mission, Operational updates/ Memos from Mission.
- Managing escalations, incidents, non-compliances and complaint management with the help of Center Manager and provide effective resolutions.
- Suggest/monitor software changes to be implemented as per business requirements.
- Coordinate with other department for smooth operations.
- MIS (Daily Report, weekly reports Handling OT data, Incentive data) and Monthly Business Reviews
- Ensuring compliance and timely updating of all regulatory approvals of the center.
- Work closely with the Center Manager to highlight performance and training needed.

01/09/2019 – 31/12/2020 Kochi, India

ASSISTANT MANAGER - GUEST RELATIONS AND FRONT DESK SANJEEVANAM AYURVEDA HOSPITAL

- Manages guest relations team (including front desk and Concierges) to ensure we comply with all standards and operating procedure.
- Query handling and Lead Management.

- Develop new leads, contacts/individuals who facilities international & domestic patients for treatment in the hospital.
- Prepare reports related to lead management.
- Perform regular follow-ups and price negotiations to convert leads into sales.
- Managing (MVT) tie-ups with agencies and tour operators.
- Coordination with medical tourism online portals for generating patient referrals.
- Coordination with doctors for query replies to HCFs and patients.
- Working closely with medical team to ensure prompt and comprehensive replies.
- End to end monitoring and relay of medical information with a client and focus on closure of cases.
- Ensuring seamless admission formalities of the patients.
- Maintaining and updating patient data base.
- Managing fresh sales reports and web chat.
- Guide and assist international and domestic patients seeking treatment related to their travel, treatment plans and post care.
- Adhere to the turn-around times for replying to medical queries or visa letters from patients or healthcare facilitators
- Manages interaction with the international and domestic guests throughout their stay and post care treatments.
- Work with accounts/finance team to inform on the patient arrivals, quotes and logistics arrangements.
- Arrangements of concierge, estimate approvals, treatment plans, visa letter requests, facility visits and travel for International and domestic patients.
- Responsible for taking feedback and suggestions from the patients.
- Manages Medical Insurance queries.
- Well-versed with HMS - IP and OP (Registration & Billing).
- Conduct inbound and outbound calls to prospective international patients interested in traveling to India for medical procedures.
- Arrange phone/video consultation appointments with doctors and assist patients with the interpretation during consultations.

01/03/2015 – 30/06/2019 Dubai, United Arab Emirates

EXECUTIVE - PR & CSR ASTER DM HEALTHCARE

- Coordination in Continuous external awareness campaign and In house campaigns & Aster Bus CSR campaigns.
- Patient Relationship Management and coordination with medical staffs within hospitals and clinics.
- Market and promote Healthcare services.
- Schedule and activities Coordination with all the verticals BD in GCC, India & Philippines for all Marketing, Media & CSR Activities.
- Sourcing advertising opportunities and placing adverts.
- Handling Health Awareness programmes in connection with the Clinics and Hospitals.
- Coordinating in Special Projects, Aster Mobile clinic & corporate companies.
- Coordination with Vendors, Agencies and other Clients.
- Maintaining the CSR, Media and client database.
- Preparing Weekly, Monthly, Quarterly & Yearly Reports.
- Assist in Preparing and Maintaining the budget and Spend of the Department.
- Assisting the Head of the Department.
- Following closely on the plans' implementation.
- Liaising with designers, printers and different suppliers.

EDUCATION AND TRAINING

06/06/2019 – 10/08/2021 Jharkhand, India

MBA - Hospital Administration Capital University

Address Jharkhand, India

01/06/2011 – 01/03/2014 Mangalore, India

BA - English St. Aloysius College

Address Mangalore, India

Kochi, India

● **Certificate Course in Medical Tourism** Medvasity Online

Address Kochi, India

01/03/1998 – 01/03/2008 Sharjah, United Arab Emirates

● **INDIAN CERTIFICATE OF SECONDARY EDUCATION** Progressive English School

Address Sharjah, United Arab Emirates

DIGITAL SKILLS

Microsoft Office | Google Drive | Social Media

LANGUAGE SKILLS

MOTHER TONGUE(S): Malayalam

OTHER LANGUAGE(S): English | Hindi | Arabic