



PROFILE

Knowledgeable patient representative offers demonstrated skills in case management and service coordination. Expertly handles complaints, inquiries and service question to meet patients access needs and problems related to care

CERTIFICATES

- State level cultural fest for differently abled children-AWAKE
- Counselling certificate

INTERNSHIP

- MANDIRAM
HOSPITALKOTTAYAM

Trainee psychiatric social worker
1 September 2021 -October 2021

Conducted psychiatric assessment, provide psychosocial intervention, provide psychoeducation and provide therapeutic intervention

FIELDWORK EXPERIENCES

- Aymanam, Panchayat, Kottayam, Kerala
- Childline collab, Kottayam
- Praajahita Foundation
- ST Ritas Hospital Chaganacherry, Kottayam

RICHU ELSA SHABU

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EDUCATION

KE COLLEGE MANNANOM, KOTTAYAM, KERALA

MSW-Medical and psychiatry-MG University
2019 - 2021

CMS COLLEGE, KOTTAYAM, KERALA

BCOM Marketing-MG university
2016 - 2019

WORK EXPERIENCE

PATIENT COUNSELLOR

LIFE CARE CENTER, KOCHI

April 2022 TO Current

- Received patient enquiries and complaints and directed to appropriate medical staff and members
- Collaborated with clinical and administrative staff to meet patient needs
- Cultivate positive relationship with patients to help facility meet satisfaction scores and patients obtain best possible care
- Obtained informed consent and payment documentation from patient and filed in system

SKILLS

- ✓ Medical filing
- ✓ Patient Interviewing skill
- ✓ Relationships Building
- ✓ Patient Confidentiality and Data Security
- ✓ Administrative and Office Support
- ✓ Verbal and Written Communication
- ✓ Problem Resolution