



ALNA SHAJI

Koothodiyil house kattappana PO Idukki Kerala
7559962975
alnashaji003@gmail.com
14-06-1999

OBJECTIVE

Seeking challenging career opportunities to utilize my potential at my level best for the betterment of the healthcare system, which I gained through education and experience.

SKILLS

- Microsoft Office
- Problem solving
- Creative thinking
- Leadership
- Budget analysis and Presentation

LANGUAGE

- Malayalam
- English
- Tamil
- Hindi

EXPERIENCE

January 2022 -
February 2023

RAJAGIRI HOSPITAL ALUVA (NABH and JCI accredited)

OPERATIONS ASSISTANT

- To liaison between patient and various departments of the hospital for service requirements.
- To handle patient complaints and ensure remedial actions are taken within the stipulated time else escalate to reporting officer.
- To ensure the process / functions are carried out in the department as per the norms / standards set by the organization.
- Handling admission and discharge process of patients.
- Visit patients and ensuring patients confidentiality at all times.
- Patient related activity such as ensuring speedy delivery of lab report, films or CDs from concerned departments.
- Ensuring safe and timely patient transfer from intensive cares to allotted ward / room or between stations, smooth room shifting procedures.
- Handle HIS for appointments and patient/relative queries.
- To facilitate allied functions of hospital like Tele-Consultation, and palliative care etc. for patients.
- Taking additional responsibility by doing the role of team leader- on duty and thereby taking in charge of overall department management.
- To maintain all required records including accreditation date and documentation, educating new joiners to maintain the quality standards.
- To adhere to the safety norms of the hospital, follow both patient and staff safety rules.
- To participate and contribute to departmental quality initiatives.
- To educate and guide Trainee Staff to display best of their ability to obtain mutual benefits to self and the organization.
- To coordinate with allied departments to ensure discharge process is fast tracked.
- To attend daily/weekly and monthly meeting and discuss the issues IP services mails, patient complaints and compliments.

EDUCATION

2019-2021	MG University Kottayam MA Economics
2016-2019	MG University Kottayam BA Economics

Diploma in computer application

Certificate course of Retail Store Operations

Certificate of Entrepreneurship development

Certificate of public relationship

REFERENCE

Mrs Maria Mathew - Deputy General Manager

Rajagiri hospital
+91 98471 24365

Mr Suraj Nair - Assistant Manager

Rajagiri hospital Aluva
+91 88924 49447

DECLARATION

I hereby acknowledge that all the information in this document is true and accurate to the best of my knowledge.