

RICHU ELSA SHABU

PROFESSIONAL SOCIAL WORKER
SPECIALIZED IN MEDICAL AND PSYCHIATRY



PROFESSIONAL SUMMARY

MSW graduate with 1 years of experiences in patient Counseling., Specializes in Medical and psychiatry. Experienced patient coordinator adapts at supporting best practices in hospital operations, compliances and health care management, Demonstrated strengths in multi area management, quality assurance and services, Resourceful professional and collaborative team player



PROFESSIONAL EXPERIENCE

PATIENT COUNSELLOR

LIFE CARE CENTER, COCHIN

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

Social Work Intern

➤ MANDIRAM HOSPITAL KOTTAYAM

Trainee psychiatric social worker 1 September 2021 -October 202

- Provided psychosocial assessments and psychotherapy services
- Evaluated and provided treatment planning and crisis intervention for those with mental illnesses
- Collaborated with colleagues to develop programs for clients
- Implemented programs assisted by the authorities



CERTIFICATION

FIELDWORK EXPERIENCE CERTIFICATE

- Aymanam, Panchayath,

- Childline collab, Kottayam
- Praajahita Foundation
- ST Ritas Hospital

OTHERS

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



CONTACT

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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



RELEVANT SKILLS

- ✓ Medical filing
- ✓ Patient Interviewing skill
- ✓ Relationships Building
- ✓ Patient Confidentiality and Data Security
- ✓ Administrative and Office Support
- ✓ Verbal and Written Communication
- ✓ Problem Resolution
- ✓ Multidisciplinary team collaboration
- ✓ Appointment Scheduling
- ✓ Ms office excel