

# CHIPPY JOY



## CONTACT

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## OBJECTIVE

I am a Healthcare Administrative Professional with sound knowledge and advanced skills in operations management, Patient Safety, HR Management and Medical Records. Strong problem-solving skills with excellent time management and exceptional knowledge in IP & OP administration makes myself exceptional.

## SKILLS

- Patient Centric
- Patient Relations
- Teamwork
- Patience
- Logical Thinking
- Problem Solving
- Communication

## INTERESTS

- Reading
- Travelling

## LANGUAGE

- ✓ English
- ✓ Malayalam
- ✓ Tamil

## REFERENCE

### • Sr. Roselette - Chief Nursing Officer

Holy Cross Hospital  
nursingservices@holycrosskottiyam.org  
04742538287

### • Mrs. Filomina Thomas - Nursing Superintendent

Holy Cross Hospital  
nursingservices@holycrosskottiyam.org  
+91 8281113558

### • Mr. Sajad T Ali - Academic Head

Cedars International  
sajad@cedars.in  
70127 60747

## EXPERIENCE

### Holy Cross Hospital, Kottiyam

24-01-2022 - 22-07-2023

Secretary to CNO and Office Executive in Nursing Department

- Responsible for proper reporting to CNO including appraisal of staffs information and performance.
- Prepares information for meetings and events as needed
- Provides assistance relating to filing, maintenance, and retrieval of information relevant to all aspects of her responsibility
- Schedules appointments for CNO
- Health Stream Administrator
- Assists in all areas of Hospital wide nurse events
- Types as needed correspondence, statistical reports, etc.
- Coordinating / assisting with special functions as needed
- Drafting policies and procedures as needed
- Maintains tickler file for pending items
- Responsible for assisting Directors with special projects / assignments, etc.
- Responsible for interaction / coordination between Directors and CNO
- Constructs minutes of meetings as required
- Maintains nurse database to ensure license's are current and track mandatory education attendance
- Submits Expense Reports via Concur for CNO / COO
- Sorts and distributes incoming mail as needed – identifies mail that needs immediate attention
- Demonstrates the ability to be flexible and organized during stressful situations
- Assists other Administrative Assistants on a dailybasis
- Develops and revises policies on-line
- Coordinates admin on call calendar Serves as notary public for Hospital

### Dr. Wilson and Crew Hospital Management

August 2021 - January 2022

Trainee Healthcare Professional

- Recruitment and Hiring
- Training and Development
- Employer-Employee Relations
- Maintain company culture
- Manage Employee Benefits
- Create a Safe Work Environment
- Handle Disciplinary Actions

### Thapasya Hospital

September 2018 - May 2019

Receptionist

- Answer phone calls and transfer to the correct area
- Perform clerical duties such as faxing, copying, emailing, etc.
- Accept payments for services issued receipts and led accordingly
- Take detailed messages and deliver to appropriate person or department
- Call for transport for patients or visitors in need of assistance
- Ordered ooc supplies when needed
- Assisted visitors in nding their way throughout the hospital
- Made overhead announcements to all hospital visitors, patients, and person

## EDUCATION

### Cedars International, Kerala

2021-2022

Diploma in Hospital Management

### Kannur University

2015-2018

Bachelor of Computer Application  
5.39

### Kerala State Board

2011-2013

Plus Two  
73 %

## EXPERTISE HIGHLIGHTS

Patient satisfaction improver.

Well aware of operation guidelines and standards.

Sound anatomy & physiology Patient service billing.

Quality assurance and control Office management

Project Management Relationship building

Problem - solving & multi tasking

Operations management Familiar with NABH standards implementation.

Knowledge of Healthcare Administration

## TECHNICAL SKILLS

MS Office

Healthcare

Operations Presentation

HIMS

Billing Tools

Internet

Language

Administration

## ACHIEVEMENTS & AWARDS

- ✓ Healthcare IT : Challenges and Opportunities
- ✓ Leading Healthcare Quality and Safety
- ✓ Cyber security in Health care (Hospital and Care center )

## DECLARATION

I here by declare that all the statement entered here as true, complete and correct to the best of my knowledge and belief

Chippy Joy

02.08.2023