

# Saritha Sarala Devi



## Patient Relations Officer

A highly dedicated, hardworking Senior Patient Relations Officer with 14+ years of demonstrated experience in Patient Management and Administrative roles. Serving as an efficient and compassionate Patient Service Officer to the sick and elderly with comprehensive experience in providing day-to-day personal assistance to guests as well as providing administrative support for institution's operational needs, from developing a trusting relation with the guests to excellent communication and administrative abilities, my previous roles have strengthened my abilities to flourish in this capacity further.

## **SKILLS**

### **PATIENT RELATIONS OFFICER**

- Demonstrated work experience as a Patient Relation Officer in a hospital with an international reputation, dealing with and providing proper and satisfactory care to sick and elderly guests.
- Deliver warm, empathetic, and respectful care to residents, ensuring that all of their social, emotional, physical, and mental needs are fulfilled.
- Respectful and compassionate to inmates and visitors.
- Possess excellent communication and interpersonal skills.
- Excellent knowledge of emergency response.
- Observant and dedicated to helping residents feel safe and comfortable.
- Monitoring and reporting changes in health, behaviour, and needs.
- Providing emotional support and encouragement to perform necessary activities.
- Extensive knowledge of housekeeping operations, including the planning and implementation of policies, strategies, SOPs, procedures, quality control, infection control, health and safety procedures, and regulations.
- Monitor the quality of the service provided; ensure that all staff are aware of and follow policies and procedures, and review policies and procedures regularly.
- Possess excellent time management abilities.
- Well-manning International Patients as well as guests.

### **EDUCATION**

**April 2002 BACHELOR OF ECONOMICS (BA)**

Kerala University, Thiruvananthapuram, India

**Aug 2020 MASTER OF BUSINESS ADMINISTRATION (MBA)**

NIBM Global, Trivandrum, India.

### **EXPERIENCE**

**KIMSHEALTH, Thiruvananthapuram, India • June 2011 – Present SENIOR MARKETING COORDINATOR & PATIENT RELATIONS OFFICER JOB DESCRIPTION**

- The Marketing and Guest Relation Department Coordination.
- Deliver warm, empathetic, and respectful care to guests and visitors, ensuring that all of their social, emotional, physical, and mental needs are fulfilled.

- Create an excellent emotional and communication relation with the guests/visitors.
- Supervise, take care and help guests in their daily needs.
- Handles client queries, complaints, recommendations, comments, and proposals across all channels, including phone and email, with a high degree of customer satisfaction.
- The ability to work flexible hours and manage numerous job tasks under challenging circumstances.
- Coordination with the insurance department: approvals, medical billing, diagnostic verifications, and overall claims processing, as well as establishing commercial relationships between insurance companies and the unit.
- Coordinate all appointments with Doctors, Insurance Claim processing, and inquiries responsible for giving comprehensive training for newly joined employees on guest's registration.
- Preparing official letters, documents, and medical reports. Experience in Electronic Medical Records Management.
- Co-ordinate with the Finance department for the settlement of bills, spending for different marketing purposes.
- Ensure that the institution and its employees follow Standard Operating Procedures.
- Monitor and manage team performance. Scheduling conference calls and making travel arrangements

**SP FORT HOSPITAL, Thiruvananthapuram, India**

**Feb. 2010 – May 2011 ADMINISTRATION STAFF JOB DESCRIPTION**

- Assist the Recruitment Manager with day-to-day tasks.
- Oversee daily operations of the HR department
- Preparing official letters, documents and reports.
- Prepare compensation and benefits packages.
- Lead, co-ordinate and support the multi-disciplinary team, maintain good communicate with colleagues at all levels, productive working relationships with all staff.
- Responding to inquiries, complaints, suggestions, feedback, and proposals received via phone and email.
- Ensure that the institution complies with policies and national, international protocols and confirms that these guidelines are strictly adhered to.
- Develop fair HR policies and ensure employees understand and comply with them.
- Implement effective sourcing, screening and interviewing techniques.
- Assess training needs and coordinate learning and development initiatives for all employees.
- Act as the point of contact regarding labour issues.
- Manage employees' grievances.

**KIMSHEALTH, Thiruvananthapuram, India**

**April 2004 – Oct. 2008 SENIOR GUEST AND PATIENT RELATION EXECUTIVE JOB DESCRIPTION**

- Greets and welcomes visitors and guests.
- Organize everyday activities in the patient-related area.
- Manage both in-patient and out-patient situations.

- Respond to patient inquiries and ensure that patients are at ease.
- Ensure quality of service provided.
- To provide patients with courteous communication and accurate information.
- To ensure a clear line of communication between the patient and the medical staff.
- Patients' insurance information is obtained, patient billings are processed, and payments are collected.
- Gather and keep track of patient health, demographic, insurance, and financial data.
- Experience in Electronic Medical Records Management.

**CONCORDIA SCHOOL, Thiruvananthapuram, India – IT Instructor (2003 to 2004)**

### **HARD SKILLS**

• Desktop publishing (DTP) • Data Entry • COPA • Microsoft Word • Microsoft Excel

### **PERSONAL INFORMATION**

**Address:** Sivakripa, T.C.40/1748, C-17, TV Nagar, Thirumala.P. O, Thiruvananthapuram, Kerala, India - 695 006

**E-mail:** sarithakims@gmail.com

**Mob:** +91 9645209585

**LinkedIn:** <https://www.linkedin.com/in/saritha-s-62775b191>

\*Reference will be furnished upon request