 PROFILE

**Front Office IP Billing Officer**, having an overall experience of 3+ as a multi-utility team years in Health-care industry. Having extensive knowledge in Feedback & Grievance player exploring other departments having a keen interest in Problem solving.

## WORK EXPERIENCE

**1- Front Office IP Billing Officer**

**MAX Hospital, Saket**

**July’2024-Present**

**Skills – Communication, IP Billing, Time Management, Problem Solving, Grievances, Patient Care, Financial counseling.**

## Job Responsibilities –

* Making Admission file & collect all important paper related to admission of patients. Handling all type of patient's like, cash, credit or corporate.
* Making admission for O.P.D, Emergency patients Handling all type of O.P.D billing for cash or credit patients.
* Making registration for O.P.D and emergency patients, Responsible for taking proper feedback of patients.
* Making all discharge files of patients as well as CASH Basis, CORPORATE, TPA'S, ECHS, and CGHS files & clear all their dues before discharge.
* Online Billing of ECHS & CGHS Biling Process like, Online Submission, Queries Reply, Intimation to UTI ITSI ect. Formatting and Processing of CGHS and ECHS Bills.
* Interaction with Patients or their Attendant related to their queries and Patient Care Services (PCS) Team for Various Inputs.
* Check all the IPD Bills which comes through the PCS on daily basis and making an entry in Exell for all the Bills and Report the activities which are not billed.
* Making General Reminders for all patients admitted in ICU's and Ward & ask for deposit the amount for on account payment time to time.
* Arrange all corporate and inter circular files, other files & records related to the patient dealing etc.

**2- Patient Relation/Grievances Executive**

**NKS Hospital, Gulabi Bagh**

**Oct’2023-Jun’24**

**Skills – Communication, Time Management, Problem Solving, Grievances, Patient Care, Financial counseling.**

## Job Responsibilities –

## Go to all patients in private rooms and General wards with floor sisters and interact with them to know about their needs

## To take a round of wards of all floors and to see the nursing station, ward boys, and Sweeper, ask them to be alert and efficient in their duties

## Oversee the redressed of grievances/complaints received from the patients in a timely and satisfactory manner

## To assist patients/visitors seeking help with complaint resolution, understanding, and exercising their rights as a patient and maintain a record of feedback.

## Collect feedback in prescribed feedback forms from all patients and collate the feedback 8. Prepare, update, and circulate a list of VIP patients regularly to top management

## Meet with patients who are scheduled for discharge and record their feedback

## Implementation of Quality Policies and all Work related to Quality Systems (NABH)

**3. Patient Care Co-ordinator**

**NKS Hospital - Feb’2022-June 2023**

**Skills** – Communication, Time Management, Problem Solving, Grievances, Patient Care

**Job Responsibilities –**

* Handling OPD, Plan, coordinate and carry out patient care operations.
* Schedule patient appointments and make reminder calls.
* Respond to patient concerns timely and ensure patient satisfaction.
* Maintaining accurate documentation and reporting accounts of problems and
* activities on behalf of patients/families.
* Process complaints received from families or sources, by completing a
* Grievance Report, investigating and identifying the opportunities for
* improvement.

**4. Event Management (Promoter & Supervisor) (Free Lancer)**

**March’2019 – Jan’2022**

**Skills – Communication, Leadership, Problem Solving & Advertising.**

* Maintain and expand client database within your assigned territory.
* Promote company like Swiggy, Superdaily, Bigbasket etc.
* Gather feedback from customers or prospects and share with internal teams
* Manage event operations
* Strong organizational and time-management abilities.
* Excellent communication and people skills.

**EDUCATION**

* Graduation (B.com) – (Percentage –63%)

2022 Delhi University

* Higher Secondary (12th) – (Percentage – 55%)

2019 CBSE Delhi

* Secondary (10th) – (CGPA – 6.6)

2017 CBSE Delhi

**PERSONAL DETAILS**

* Father’s Name : Mr. Gajender Kumar
* Mother’s Name :Mrs. Pratibha Devi
* Date of Birth : 4th Aug’2001
* Gender : Male
* Mobile No : 9582187269
* Marital Status: Unmarried
* Nationality : Indian
* Languages Known: English / Hindi
* Permanent Address: 2 1 / 6 8 1 J o s h i R o a d , K a r o l B a g h , N e w D e l h i

**DECLARATION**

 I hereby declare that the above- furnished information is true to the best of my knowledge

and belief.

Place: New Delhi

Date: 20th Aug’2024

**Himanshu**