

MOHAMED MUBEEN M

Medical Receptionist & Patient Coordinator

+971 559663767 @ mubeeninboxuae@gmail.com <http://linkedin.com/in/mohamed-mubeen-5613a7212>
Villa No: 26,Al Rashidiya, Dubai - 500001, UAE

PROFESSIONAL SUMMARY

Highly motivated and results-oriented healthcare professional with over four years of progressive experience in Indian clinic settings, specializing in delivering outstanding patient coordination and proactively driving the adoption of comprehensive healthcare services. Adept at strategically aligning unique patient requirements with organizational objectives, ensuring the seamless delivery of high-quality care and contributing to substantial revenue growth through effective service enhancements. Demonstrated expertise in optimizing patient experiences, streamlining administrative processes, and enhancing operational efficiency. Proven ability to lead teams, implement innovative programs, and maintain strict compliance with healthcare regulations, including HIPAA and NABH. Eager to secure a challenging and impactful role within a UAE-based healthcare organization, leveraging established skills and passion to optimize patient satisfaction, enhance program success, and drive organizational excellence.

PROFESSIONAL EXPERIENCE

Patient Service Coordinator

VS Hospitals

08/2021 - 03/2025 Chennai, India

- Expertise in Patient Coordination & Workflow Optimization:** Proficient in coordinating daily appointments utilizing Cerner EHR software, strategically optimizing patient flow and reducing wait times across multiple departments.
- Strong Commitment to Compliance & Training Protocols:** Diligent implementation of patient safety measures, HIPAA standards, and strict infection control guidelines across all areas; trains staff in areas of regulatory compliance, enhancing quality of care.
- Enhanced Patient Satisfaction & Communication Methods:** Improvements in customer satisfaction, particularly by implementing proactive communication strategies, promptly resolving patient concerns, improving patient journeys, and providing clear and efficient feedback-driven service models.
- Enhanced Revenue Generation & Strategic Marketing Expertise:** Strong drive to develop business and comprehensive marketing approaches, boosting patient care and enhancing service adoption, thus growing premium service adoption and revenue generation.
- Team Leadership & Skills Enhancement:** Leadership across diverse teams of care co-ordinators, effectively streamlining workflows for patient scheduling, regulatory compliance, and optimizing overall team performance and growth opportunities.
- Proficiency in Cash Handling & Financial Oversight:** Meticulous daily management of both cash and credit card transactions exceeding INR 1,00,000 with 100% accuracy and thorough financial reconciliations across all payment processes, ensuring compliance, security, and risk management.
- Excellence in Operational Support & Strategic Process Improvement:** Deep experience in a variety of operational tasks in the medical setting, ensuring streamlined data collection and improving operational capabilities, supporting a range of organizational requirements with operational excellence.

CORE COMPETENCIES

Patient Experience Optimization
Technical Proficiencies
Program Implementation
Client Relationship Management
Email Management
Cross-Functional Collaboration
Regulatory Compliance
Cash Handling Expertise
Problem solving skill and management capabilities
Sales and Revenue Growth
Billing & Insurance

TECHNICAL & REGULATORY SKILLS

Key Skills

- Software Proficiency:** Cerner EHR | Microsoft Dynamics | Practo CRM | Advanced Excel & Outlook.
- Regulatory Compliance Expertise:** HIPAA | NABH Standards | JCI Guidelines | Insurance Pre-Authorization.

EDUCATION

Bachelor of Technology in (BIOTECHNOLOGY) specialization in GENETICS with CGPA of 7.84

Bharath University

07/2017 - 05/2021

Chennai, India

Personal Information

D.O.B - 05.09.1999
Nationality - Indian
Languages - English | Tamil