



DEVARAJ MUKUNTHAN

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SUMMARY

Result oriented professional with experience in the field of Medical insurance and Front office in Healthcare. Solid practical knowledge and experience in Insurance and front office operations.

Well spoken ,approachable ,with great attention to detail and a professional attitude.

Enthusiastic problem solver with keen ability to rapidly assess diverse situational challenges,develop action plans,and lead team to meet or exceed target goals.

Team player who effectively meets goals through strong leadership,interpersonal communication ,analytical abilities and rightful attitude.

EXPERIENCE

EMIRATES SPECIALTY HOSPITAL – Dubai, United Arab Emirates
Executive Insurance and Billing -Emergency Department

Oct 2017 – Jul 2024

- Customer Satisfaction (Patient’s Feedback.)
- Showing Initiative, Problem Solving, Staff Training, Team Leading.
- Manages and motivates the emergency team in order to provide a high standard of service for Patients.
- Follow up with patients for appointment scheduling patient’s records, details over mail and telephone.
- To receive and guide emergency ambulatory and non ambulatory patients coming to emergency department.
- To take emergency insurance approvals through DHPO portal.
- To take IP DRG approvals for patient admitting through emergency department.
- To take verbal approval for emergency procedures to be done by calling an insurance company.
- Assuring that all approval activities is as per the payor protocol.
- Coordinate between the patient and doctor, clinic, hospital for treatment plan, diagnostic checkups.
- Maintaining & Updating patient details and following up with them.
- Develops high quality relationships with clients throughout their stay.
- Handle any Patient complaints that cannot be settled directly by team members and provides a fast solution.
- Oversee and supervise Patient arrivals and departures with the front office executive and duty managers.
- Provide high level of customer service and maintain a high profile in the day to day operations.
- Ensure that the pricing policy and internal audit procedures are duly applied.
- Review admission list for all admission patient and VIPs to check room allocations, amenities and special requests.
- Prepare monthly and daily revenue report .
- Integrates and trains employees, providing support for skills development..
- Ensure that the workplace remains clean and tidy

- Ensure team members have current knowledge of hospital products, services, facilities, events, pricing and policies and knowledge of the local area and events.
- Have a good knowledge of all systems and standard operating procedures of Patient Care.
- Ensures that Patient's documentation and information is available and up-to-date..
- To ensure excellent care and service to all the patients, to coordinate with doctor in patient care whenever required, complaints redressal, feedback, to ensure all appointments in time, preoperative and postoperative followup.

V.S. HOSPITALS INDIA PVT LTD – Chennai , India

Assistant Manager -Patient Care Services

Apr 2016 – Sep 2017

- Customer Satisfaction (Patient's Feedback.)
- Recruit, hire, train, and supervise front office staff.
- Evaluate staff performance and provide feedback and coaching.
- Manage staff schedules and ensure adequate staffing levels at all times.
- Handle patients inquiries, complaints, and requests in a timely and professional manner.
- Ensure that Patients are greeted and checked in efficiently.
- Resolve patients issues and complaints.
- Develop and implement policies and procedures for the front office department.
- Monitor and analyze departmental performance and identify areas for improvement.
- Ensure that the front office area is clean, organized, and well-maintained.
- Manage the department's budget and expenses.
- Oversee the use of property management systems and other relevant technology.
- Ensure that systems are updated and functioning properly.
- Monitor patients satisfaction levels and take steps to improve customer service.
- Develop and implement initiatives to enhance the patients experience.

FORTIS HEALTHCARE - Chennai , India

Customer Service Executive

Nov 2013 – Apr 2016

- Greet all Patients and Visitors at all the time in a friendly and helpful manner.
- To explain the Hospitals/Doctors service, care and treatments to potential patients. Coordinate between patient and doctor in scheduling appointments. Follow up with patients for appointment scheduling patient's records, details over mail and telephone.
- Coordinate between the patient and doctor, clinic, hospital for treatment plan, diagnostic checkups.
- Maintaining & Updating patient details and follow up with them.
- Handle incoming documents.
- Analyze and leads in solving problems of a complex nature.
- Identify key corporate patients and VIPs and maintain relationships with them.
- To follow the systems and processes in the health care facility.
- Work with the team and to develop public relations.
- Establish and maintain effective working relationship.
- To work closely with administration and finance for smooth functioning of the process.
- To ensure excellent care and service to all the patients, to coordinate with doctor in patient care whenever required, complaints redressal, feedback, to ensure all appointments in time, preoperative and postoperative follow.

MIOT HOSPITALS - Chennai , India
Public Relations officer

Jun 2009– Jan 2013

- Greet all Patients and Visitors at all the time in a friendly and helpful manner.
- Liaison with internal and external contacts.
- Arrange and confirm appointments.
- Handle incoming documents.
- Analyze and leads in solving problems of a complex nature.
- Identify key corporate patients and VIPs and maintain relationships with them.
- Work with the team and to develop public relations.
- Conduct meeting and special events from time to time.
- Establish and maintain effective working relationship.
- To work closely with administration and finance for smooth functioning of the process
- Promoting product and services.
- To ensure excellent care and service to all the patients, to coordinate with doctor in patient care whenever required, complaints redressal, feedback, to ensure all appointments in time, preoperative and postoperative followup.

EDUCATION

C.T.M College of Arts & Science – Chennai , India
Bachelor of Science,Biochemistry.

ADDITIONAL

Medical coding -Course completion certificate from EDOXI Institute Dubai
2022

Computer Proficiency :MS OFFICE

Languages: English,Malayalam,Tamil &Hindi