



# ROCHELLE S.M. HERAMIS

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## CONTACT

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## PERSONAL STRENGTH

- Excellent communication and organization skills, able to work independently or in team with minimum supervision and willing to go for further training, travel or relocate, friendly and cheerful.
- Determined and accommodating in order to accomplish responsibility given.
- Able to finish task within given time frame with barest supervision.
- Able to mix well and dynamic team player with excellent communication skills.
- Able to face any crisis or challenge that may occur.
- Able to think rationally, creatively and systematically.
- Responsible and dedicated to any duties/tasks entrusted .
- Willing to learn with interest so as to enable to improve myself in future dealings/tasks.
- Integrity and trustworthiness
- Familiarity with ICD-10 codes
- Diagnostic coding proficiency
- Medical terminology fluency
- Handling prescription requests
- Time management efficiency
- Microsoft Office Suite
- Microsoft Office proficiency
- Clinical coding

## CAREER OBJECTIVE

- To be an innovative and dynamic employee by utilizing my knowledge, experience, responsibility and interpersonal skills for improving the efficiency of operations with mutual understanding among parties with opportunity for advancement.
- Motivated secretary eager to contribute clerical skills and training to productive office team. Strong command of medical terminology and appointment coordination. Committed to safeguarding patient privacy with strict adherence to charting and reporting requirements.
- Good knowledge and skills in management and organizational structure.
- Ready to take lead and carry heavy responsibility in critical situation.
- Professional with good interpersonal skills.
- Very intuitive and easily adaptable to new or challenging environments.
- Pro-active in problem solving and a team player.
- Organised Medical Secretary skilled in patient check-ins and chart management. Verifies insurance, processes copayments and prints required documentation. Exceptional record of top-quality administrative support.
- Organised Medical Secretary skilled in managing busy schedules and ensuring smooth office operations. Excel in patient communication, appointment scheduling, and administrative support. Known for improving office workflows, reducing waiting times, and enhancing patient satisfaction through proactive problem-solving and attention to detail.

## WORKING EXPERIENCE

**Medical Secretary** 11/2023 - Current  
**MEDCARE HOSPITAL AL SAFA** - Dubai, AL SAFA PARK

- Co-ordinated health insurance claims for timely reimbursements.
- Executed tasks given by healthcare professionals effectively leading to smooth workflow.
- Promoted positive patient experience through professional telephone etiquette.
- Managed medical records, ensuring accuracy and accessibility.
- Improved office efficiency with organised filing systems.
- Helped maintain cleanliness within consultation rooms, promoting healthy environment.
- Facilitated clear communication between patients and healthcare providers.
- Supported hospital staff for smooth day-to-day operations.
- Provided administrative support to medical staff, enhancing their productivity levels.
- Answered phone enquiries and transferred calls to specific departments.
- Photocopied and scanned documents to update patient records.

- Appointment management
- Medical coding expertise
- Healthcare compliance awareness
- Multitasking mastery
- Confidentiality management
- Efficient time management
- Patient-Focused service
- Professional empathy

## PERSONAL DETAILS

**Date of Birth / Age:** 26 February 1980

**Nationality:** Filipino/Malaysian

**Marital Status:** Single

**Visa Status:** Resident Visa

**Gender:** Female

**Religion:** Catholic

- Registered information on database to maintain accurate and updated details.
- Managed calendar and scheduled appointments for physicians and nurses.
- Verified ID and insurance information of patients.
- Helped office staff prepare budgets and control expenses.
- Coordinated timely billing for appointments and procedures, preparing and distributing statements to patients.
- Contributed to efficient stock control of medical supplies preventing shortages.

### CLINIC ASSISTANT

05/2022 - 10/2023

**CLEMENCEAU MEDICAL CENTER** - CREEK Station , Dubai Healthcare City Phase

- Recording symptoms and updating medical histories
- Assisting doctors during physical exams
- ECG preparation in CCU task and Consumables items
- Assisting for patient preparation in Cath laboratory
- E claim (pharmacy) prepared and Medical record for patient COPD
- Insurance for CPT /ICD coding medical task COPD
- Improved patient comfort by creating more organised and efficient reception area.
- Handled sensitive situations involving distressed patients calmly and professionally, contributing to positive clinic atmosphere.
- Supported healthcare staff during busy periods by taking over additional responsibilities as needed.

### Clinic Assistant

11/2020 - 11/2022

**DR. Sulaiman Al Habib Hospital** - Dubai Health Care City, Dubai

- Assisted with minor medical procedures, improving overall patient care.
- Assisted doctors with administrative tasks to streamline clinic operations.
- Improved patient comfort by creating more organised and efficient reception area.
- Handled sensitive situations involving distressed patients calmly and professionally, contributing to positive clinic atmosphere.
- Monitored patient wellness, delivering pre- and post-procedure care.
- Communicated with patients to gather information and document symptoms.
- Reported changes in patient conditions, liaising with care teams to support continuum of care.
- Supported healthcare staff during busy periods by taking over additional responsibilities as needed.
- Served as reliable point of contact between patients and healthcare providers, resulting in better communication and understanding.
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### Staff Registered Nurse

12/2021 - 04/2022

**Canadian Specialist Hospital** - Abu Hail , Dubai

- Medical assistants are health care professionals who assist doctors in clinics and assist patient for ECG and Stress Echo.
- Preparing for medical files of patient for Coronary Anglo.
- Show to exam room, take vital signs, and check height and weight.
- Medical assistants will ask about symptoms and health concerns, and pass that information on to doctor
- Discussing prescription and dietary changes with patients
- Dispensing medications
- Handling prescription refill requests

- Removing stitches or changing wound dressings
- ECG preparation for patient
- Doing electrocardiograms (heart test) and other medical tests
- Participated regularly in professional development activities to enhance nursing skills.
- Demonstrated excellent interpersonal skills, fostering strong relationships with colleagues and patients alike.
- Assisted doctors during procedures, ensuring successful operations.

**Staff Registered Nurse**

12/2019 - 08/2020

**King's London Hospital Dubai** - Dubai Marina JBR , Dubai

- Assisted with admission and discharge processes for patients.
- Monitored vital signs to ensure patient stability.
- Administered medications and implemented necessary interventions based on patient charts.
- Evaluated patient status, notifying physicians of any clinical changes.
- Supported nursing care by aiding in bathing, changing, and feeding patients.
- Educated patients and families on health care needs.
- Maintained accurate patient charts and confidential files.
- Participated in professional development activities to enhance nursing skills.

**Administrative Secretary**

06/2017 - 09/2019

**CONSOL MENA LTD** - DIFC AL FATTAN CURRENCEY, DU

- Software offices, handling calls and filing document, admin work.
- View project schedule and set dependencies in real time using drag and drop.
- Register Employee (visa updated) system management (CSM) documentation, basic accounting answering calls make appointment for Customer
- Classified physical and digital documentation with correct codes.
- Applied maths abilities to calculate and check financial figures.
- Handled incoming calls for staff, answering questions, directing calls and documenting messages.
- Tracked metrics with Excel, windows spreadsheets and modelled data for staff.
- Produced clean, error-free professional business correspondence for office team.
- Prepared reports and presentation materials to support executive needs.
- Handled routine clerical tasks, helping maintain orderly office environment.
- Scheduled appointments and meetings, aiding time management within office.
- Collaborated closely with other departments for cohesive work environment.
- Provided high-level administrative support with meticulous attention to detail.
- Organised travel arrangements to facilitate business trips efficiently.

**Chemistry Administrator**

01/2014 - 08/2017

**GLOBAL DOCTORS SPECIALIST HOSPITAL KL MALAY** - KUALA LUMPUR MALAYSIA, MALAYSIA

- Medical coder Insurance of patient's files, medication list and confidential files.
- Establish nursing care objectives and priorities based on assessment of patient's needs in relation to long and short-term treatment goals;

involve and direct nursing care personnel in administration of individual clinical therapy into total-treatment

- Monitored health and safety measures for guaranteed compliance.
- Coordinated hiring, recruitment and training strategies to build successful administrative team.
- Handled negotiations with outside vendors and service agencies to meet group needs.
- Drafted procedural statements and guidelines for company-wide use.
- Created digital file classification system for company-wide use.
- Created classification systems to manage archives.
- Assisted senior administrators to effectively coordinate large-scale events.
- Increased efficiency of document retrieval with well-organised filing system.
- Facilitated internal communications with clear and concise memos and bulletins.
- Coordinated travel arrangements for executives, contributing towards seamless business trips without disruption.
- Provided comprehensive secretarial support to managing director, ensuring smooth daily operations within executive suite.
- Improved record keeping system with attention to detail and thoroughness.

#### **Health Care Assistant**

04/1999 - 06/2008

**Camp Casey, South Korea** - Uijeongbu SEOUL SOUTH KOREA , Seoul South Korea

- Provided basic health education to patients for proper self-care
- Assisted in physical therapy sessions with patients to promote mobility
- Handled challenging behaviour from dementia-affected individuals effectively without resorting to force or intimidation.
- Kept detailed records of patient progress, assisted medical staff in treatment planning.
- Escorted patients for tests or procedures within hospital premises whilst ensuring their safety and comfort.
- Monitored vital signs of patients with meticulous attention to detail for accurate readings.
- Prepared healthy meals and delivered feeding support.
- Aided service users in everyday activities, such as washing and dressing, ensuring constant safety and effective care.
- Submitted reports to manager regarding status of client.
- Prepared healthy meals with additional mealtime planning, feeding and support.
- Thoroughly sterilised and sanitised clinical and mobility equipment.
- Built patient confidence through physical exercise, promoting positive lifestyle changes and improved wellbeing.
- Met with patients and families to discuss care plan adaptations, seeking continual improvement.
- Minimised care continuity issues by keeping thorough, accurate records.
- Delivered personal care focused on individual needs, preserving patient dignity and self-esteem.
- Maintained optimal safety standards throughout client home and care environments, prioritising risk-reduction, health and hygiene.
- Managed personal hygiene of bed-bound patients, maintained dignity and respect at all times.
- Coordinated activities that encourage social interaction amongst residents within care home setting to foster sense of community spirit among them .
- Escorted patients for tests or procedures within hospital premises whilst ensuring their safety and comfort.

- Advocated for patients' needs, promoting their best interests.
- Kept abreast of latest industry trends and research, applying new knowledge to improve treatments continually .
- Improved patient mobility through structured physical therapy sessions.

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## ACADEMIC QUALIFICATION

**Some College (No Degree):** Occupational Therapy, 04/2014  
**Kuala Lumpur Malaysia University** - Kuala Lumpur, Malaysia

- Occupational Therapy (Elder and Special Child)
- National Broad Certification Occupational Therapy
- GPA: 3.25
- Graduate with [Degree]

**Diploma:** Nursing, 12/2009  
**Mahsa University College** - Kuala Lumpur, Malaysia

- Registered Nurse Malaysian Board Licensure.
- GPA: 3.35

**Diploma:** Executive Secretarial ship & Administration, Major Information Technology, 09/2004  
**Rima College** - Kuala Lumpur, Malaysia

- Completed Secretary Qualification

**Diploma:** BS Pharmacy, 03/1999  
**University of Perpetual Help System** - Binan, Laguna, Philippines

- Graduated with distinction
- Pharmacy Retailer In Mercury Drugs

**Some College (No Degree):** Time Training Center Al Otaiba Tower - Office 901, Khalaf - Electra Street - Abu Dhabi - United Arab, 05/2022  
**Annex Training Institute** - Abu Dhabi

- Coursework in CCP
- Completed AAPC Qualification

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## CUSTOM

- Height: 5'1
- Weight: 56 kg
- Date of birth: 02/26/80
- Gender: Female
- Nationality: Filipino/Malaysian
- Marital status: Single
- Place of birth: Kuala Lumpur

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## CUSTOM

- Dr. Mohammad Samer Saab MD., Internal Medicine and Cardiology
- Dr. Karim Chadda MD, Internal Medicine
- Atty. Fadi Mehaish, Lawyer in Dubai