



FATHIMA K V

PATIENT CARE COORDINATOR



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Al Karama, Dubai , UAE

Professional Summary

Dedicated and compassionate Patient Coordinator with [3.5 years] of experience in healthcare administration, patient support, and scheduling. Skilled in managing patient records, coordinating appointments, and ensuring smooth communication between patients, families, and medical staff. Strong interpersonal and organizational skills with a commitment to delivering excellent patient care and service.

WORK EXPERIENCE

ASTER DM HEALTHCARE- DUBAI,UAE

HEALTHCARE ASSISTANT

FEB 2024- PRESENT

- Welcoming and guiding patients through the healthcare facility.
- Scheduling and confirming appointments.
- Explaining procedures, treatment plans, and hospital policies in a simple way.
- Assisting patients with paperwork, forms, and insurance claims.
- Addressing patient concerns and directing them to the right department.
- Maintaining accurate patient records.
- Assisting with admissions, discharges, and transfers.
- Following healthcare policies, procedures, and confidentiality guidelines
- Acting as a link between patients, doctors, nurses, and administrative staff.
- Coordinating referrals to specialists or other healthcare services.
- Following up with patients after visits or hospital stays.
- Relaying updates about patient care plans to families when appropriate.
- Providing companionship and emotional support to patients.
- Communicating effectively with patients and families.

MM HOSPITAL- KANNUR,INDIA

PATIENT ASSISTANT

2022-2023

- Managing patient records and keeping them accurate and confidential.
- Handling phone calls, emails, and inquiries.
- Collecting and processing payments or insurance information.
- Maintaining appointment calendars and reducing scheduling conflicts.
- Ensuring patients understand discharge instructions and follow-up care.
- Providing emotional support and reassurance to patients and families.
- Helping patients access resources such as transport, medication, or financial assistance..

- Supported patient admission and discharge processes.
- Coordinated with healthcare teams for smooth service delivery.
- Provided clerical support, including filing, data entry, and document management.
- Scheduled and confirmed patient appointments, reducing waiting times.
- Assisted patients with insurance paperwork and payment processes.
- Maintained accurate patient records in compliance with confidentiality standards.
- Handled daily phone and email inquiries with professionalism and empathy.

RULES AND RESPONSIBILITIES/SKILLS

- Patient scheduling, check-in, and follow-up coordination
- Assisting with insurance forms, billing, and payments
- Effective communication between patients and healthcare staff
- Handling patient inquiries and resolving concerns
- Knowledge of healthcare policies, confidentiality, and compliance
- Strong organizational, multitasking, and time management skills
- Proficient in MS Office, healthcare software, and hospital systems

EDUCATION

SECONDARY

GOVT HSS KANNUR,INDIA 2020 2021

Diploma In Nursing & Midwifery

KANNUR UNIVERSITY 2022 2023

SKILLS

- MS OFFICE
- EHR
- CPR
- VITALSIGNS
- COMMUNICATION
- TEAM WORK
- LEADERSHIP
- TIME MANAGEMENT
- EMPATHY
- PATIENT CARE MANAGEMENT
- MEDICAL ADMINISTRATION
- CLINICAL DOCUMENTATION

LANGUAGE

English: Fluent | Malayalam : Fluent | Hindi : Native