

SENTHILARASAN PALANISAMY

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Innovative Patient Care Executive with 3+ years Experience in healthcare facility operations, combining administrative leadership, front office workflow management, customer service, and regulatory compliance. MBA in Hospital Administration with a Biomedical Engineering background committed to improving operational efficiency, patient satisfaction and service excellence in healthcare organisations. I ensure high-quality patient care and demonstrate effective leadership during emergencies by coordinating rapid, efficient hospital responses and managing crises to maintain safety and operational continuity of care.

WORK EXPERIENCE

Patient care Executive (11/2021-03/2025)

Mahatma Gandhi Medical College and Research institute

Pondicherry-India.

- Consulted physician, colleagues and supervisors when appropriate to ensure the highest level of patient care.
- Assisted hospital staff and other RN's in day-to-day task in accordance with patient care plans and physician orders.
- Collaborated with healthcare team to establish and manage patient care.
- Conduct patient Orientation and explain hospital policies, procedure and facilities.
- Coordinate with various departments to ensure timely and efficient delivery of services.
- Resolved 30+ patient inquiries daily, improving patient satisfaction and reducing wait-time complaints.
- Prepare and maintain various reports related to patient care services.

EDUCATIONAL BACKGROUND

Master of Business Administration (2018-2020)

Hospital Administration and Marketing

Saveetha School of Management, Chennai, India.

Bachelor of Engineering (2014-2018)

Bio-Medical Engineering

GRT Institute of engineering and Technology, Tiruttani, India.

CORE SKILLS

- Healthcare operations & Hospital Administration
- Patient relations & Experience-management
- Front office workflow management
- Quality assurance & Patient Safety
- Financial & Regulatory Awareness
- Healthcare compliance (NABH, HIPAA)
- EMR/EHR/HIS system
- Data analysis & Reporting
- Leadership & Time management
- Interdepartmental coordination

KEY COMPETENCIES

- Operational management
- Problem-solving&Decision making
- Ethical &Professional conduct
- Clinical audit support&Documentation
- organisational governance
- Business development strategies
- Strategic planning
- Human capital management
- Legal®ulatory compliance
- Managing Patient records &Documentation

LANGUAGES

- Tamil(Native)
- English(Professional Proficiency)

INTERESTS

- Farming
- Social Volunteering activities
- Travelling
- Driving

INTERNSHIP EXPERIENCE

Hospital Administrator Intern

Anbu Multi-specialty Hospital,Kumbakonam,India|2020

- Gained hands on experience in hospital administration and daily operational management.
- Assisted in coordinating administrative activities and supporting leadership functions.

Biomedical Engineering Intern

Fortis-Malar Hospital ,Chennai,India|2018

- Received hands on training in biomedical equipment and medical instrument.
- Assisted in servicing and maintaining hospital biomedical equipment.

PROJECTS

Technician knowledge about Medical Equipment Maintenance &Management (2019)

- Conducted a survey on biomedical equipment maintenance practices and time analysis.

A study on Patient Perception about Hospital Acquired Infection (2020)

- Analyzed patient awareness and perception related to hospital acquired infection to support quality improvement initiative.

CERTIFICATIONS

Biomedical Nanotechnology

NPTEL Online Certification(2017)

Biomedical signal processing using Mat-Lab

Enthu Technology solution India Pvt.Ltd (2017)

AVAILABILITY

- **Joining:**Immediate