

SOWMYA

Medical Receptionist / Insurance Coordinator

Phone: +971 54 514 1680 / **Email:** soumyam709@gmail.com / **Location:** Karama, Dubai, UAE

PROFESSIONAL SUMMARY

Detail-oriented and patient-focused **Medical Receptionist and Insurance Coordinator** with **4+ years of experience** in high-volume clinics and polyclinics in Dubai. Currently working at **New Apollo Polyclinic, Karama**, handling **appointment scheduling, billing, and insurance approvals**. Proven expertise in **front desk operations, patient registration, EMR/EHR systems, insurance verification, and customer service**. Adept at multitasking in fast-paced healthcare environments while ensuring patient satisfaction and compliance with clinic policies.

CORE COMPETENCIES

- Medical Reception Operations
- Patient Registration & Demographics
- Appointment Scheduling & Coordination
- Front Desk & Clinic Administration
- Medical Billing & Cash Handling
- Insurance Verification & Approvals
- Pre-Authorization & Claims Support
- EMR / EHR Systems
- Patient Records Management
- Call Handling & Message Taking
- Medical Benefit Explanation
- Patient Flow Coordination
- HIPAA & Patient Confidentiality
- Multitasking & Time Management

PROFESSIONAL EXPERIENCE

Medical Receptionist / Insurance Coordinator

New Apollo Polyclinic

Jul 2024 – Present

Karama, Dubai, United Arab Emirates

- Handle end-to-end **front desk operations** in a busy polyclinic environment.
- Manage **appointment scheduling, confirmations, and rescheduling** for multiple doctors.
- Perform **patient registration, data verification, and EMR updates**.
- Handle **billing procedures**, cash/card payments, and invoice generation.
- Coordinate **insurance verification, approvals, and pre-authorizations** with insurance providers.
- Explain **insurance coverage, medical benefits, and treatment packages** to patients.
- Ensure smooth **patient flow** while maintaining professionalism and confidentiality.
- Support doctors and nursing staff by coordinating patient records and schedules.

Medical Receptionist / Insurance Coordinator

Private Medical Clinic

Dec 2021 – Dec 2023

Dubai, United Arab Emirates

- Managed front desk operations for a high-volume clinic, handling **100+ patients per shift**.
- Scheduled and coordinated **doctor appointments** for walk-in and booked patients.
- Handled **medical billing, cash handling, and insurance-related documentation**.
- Coordinated **insurance approvals and eligibility verification**.
- Escalated **emergency cases** promptly according to clinic protocols.
- Maintained accurate patient records and ensured high levels of **patient satisfaction**.

Medical Receptionist

Healthcare Facility

Jul 2019 – Dec 2019

Dubai, United Arab Emirates

- Managed internal and external calls and handled patient inquiries professionally.
- Coordinated doctors' schedules and verified patient and insurance details.
- Processed billing transactions and explained charges and benefits to patients.
- Maintained front office organization and customer satisfaction.

Health Awareness Instructor
Health & Wellness Organization
India

Feb 2017 – Nov 2017

- Conducted health education sessions on fitness, nutrition, and lifestyle management.
- Promoted healthcare products and educated clients on preventive care.

EDUCATION

Bachelor of Science

St. Agnes College, Mangalore, India

2015

Secondary Education

St. Ann's PU College, Mangalore, India

2012

CERTIFICATIONS

Respiratory Technician Course

KMC Medical College, Mangalore

TECHNICAL SKILLS

EMR/EHR Systems, Medical Billing Software, Insurance Portals, Microsoft Word, Microsoft Excel, Appointment Scheduling Systems, Front Office Systems

PERSONAL DETAILS

- Date of Birth: 18 March 1994
- Nationality: Indian
- Marital Status: Married
- Visa Status: Spouse Visa

LANGUAGES

- English – Professional Proficiency
- Hindi – Professional Proficiency
- Malayalam – Native
- Kannada – Professional Proficiency