



SURJITH N D

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ABOUT ME

Accomplished Hospital Patient Relations Coordinator - Billing With over Six years of experience in healthcare and customer service, I specialize in outpatient clinic registration, billing, and patient care. I am highly proficient in optimizing administrative processes, maintaining accurate records, and ensuring patient satisfaction. My dedication to fostering a positive and effective healthcare environment drives me to constantly seek innovative and creative solutions to both new and existing challenges in the industry.

Experience

- Gargash Hospital, Dubai** Oct- 2024 - Feb- 2025
Patient relations executive
 - Prioritize tasks to ensure effective Hospital operations and timely completion of correspondence.
 - Register new patients, ensuring accurate entry of data and proper documentation in the HIS system.
 - Verify and update patient insurance information, financial details and consent forms regularly,
 - Collect payments, issue receipts, and ensure accurate financial documentation.
 - Handle insurance processes, including pre-approval, and coordinate with relevant departments
 - Provide information to patients and hospital staff, addressing inquiries and ensuring patient satisfaction.
 - Maintain a safe working environment by adhering to hospital policies on safety, infection control, and security.
 - Provide patients with clear information about procedures, preparation, and what to expect during and after imaging studies.
 - Ensure that patients receive follow-up instructions after radiology procedures.
 - Address patient complaints promptly and escalate issues to the appropriate supervisor.
 - Schedule, book, modify, and cancel patient appointments as needed, ensuring smooth work flow.
 - Promote reporting of incidents and customer feedback to enhance patient care quality.

- Saudi German Hospital, Sharjah** April- 2017 - Aug- 2024
Customer Service Representative
 - Patient Registration & Insurance plans Sending of Insurance Approvals Cash handling .
 - Patient admission and discharge
 - Handling Lab and Radiology billing as well as patient preparations .
 - Contact Insurance companies to verify coverage and benefits and provide doctors with feedback on coverage.
 - Assist patients in understanding how their insurance coverage works follow up with doctors and nurses to obtain necessary information to complete patient records .
 - Process payments for services rendered and assist with billing procedure .
 - Respond to queries from customers/patients/family members and insurance companies over the telephone and emails.

- Jeyam Enterprises, India** Sep- 2014 - Sep- 2017
General Accountant
 - All aspect of purchase and sales ledger
 - Perform daily accounting activities petty cash payments processing/ reconciliation
 - Perform bank cash reconciliation
 - Responsible for accounts payable and receivables .
 - Preparation of daily deposits & collection reports .
 - Bill entries (purchase, sales & service tax)
 - Preparing the internal and external audit requirements

Education

- Calicut University** 2013
B.com / Co- operation

Skills

- Customer Service Excellence
- Medical Terminology
- Electronic Health Records (EHR)
- Insurance and Billing Expertise
- Insurance Verification and Approvals
- Excellent communication skills
- Strong interpersonal skills
- Proactive and self-motivated
- Exceptional organisational skills

Availability

- Immediate to join