



SAFRIN R. S

HOSPITAL ADMINISTRATION

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SUMMARY

Detail-oriented and patient-focused Patient Relation Officer / Office Administrator with hands-on experience in hospital administration, patient coordination, regulatory compliance, and front-office healthcare operations. Proven ability to manage patient registration, admissions, discharge processes, billing coordination, insurance documentation, and confidential medical records while ensuring high standards of patient satisfaction. Experienced in coordinating third-party audits and leading clinical establishment compliance under statutory healthcare regulations. Adept at multitasking in fast-paced hospital environments with strong communication, organizational, and administrative skills.

WORK EXPERIENCE

OFFICE ADMINISTRATOR

MANKARA HEART HOSPITAL - India | Nov 2024 - Jan 2026

- Coordinate and support third-party auditor inspections, ensuring compliance with hospital standards and documentation accuracy.
- Acted as Team Leader for Clinical Establishment compliance in accordance with the Kerala Clinical Establishments Act, 2018.
- Manage patient registration, admissions, and discharge processes efficiently to ensure smooth patient flow.
- Provide clear and accurate information to patients regarding hospital services, departments, and procedures.
- Schedule and manage patient appointments with high accuracy and minimal waiting time.
- Assist patients with billing processes, insurance approvals, and related medical documentation.
- Maintain accurate patient records, ensuring strict data confidentiality and privacy compliance.
- Support front-office operations and collaborate with medical and administrative teams to enhance patient experience.

EDUCATION

Bachelor of Computer Application (BCA) - University of Calicut, India, in 2022.

PG Diploma in Hospital Administration - Indira Gandhi National Education Trust, India, in 2024.

PG Diploma in Hospitality - Indira Gandhi National Education Trust, India, in 2024.

KEY SKILLS

- Patient Relations Management
- Hospital Administration
- Office Administration
- Patient Registration & Admission
- Discharge Coordination
- Appointment Scheduling
- Data Confidentiality & Compliance
- Insurance Approvals & Documentation
- Billing Assistance
- Clinical Audit Coordination
- Front Office Operations
- Patient Communication & Support
- Healthcare Documentation

TECHNICAL SKILLS

- MS Word
- MS Excel
- PowerPoint
- Data Entry
- Canva
- Video Editing
- Healthcare Documentation Syst

LANGUAGES: English | Malayalam