



AREEJ AHMAD ALKHATEEB

CLINIC SUPERVISOR | HEALTHCARE OPERATIONS COORDINATOR

PROFILE

Experienced healthcare professional with 12+ years in clinic operations, patient services, and healthcare coordination in the UAE and Jordan. Skilled in supervising daily clinic workflow, optimizing patient flow, and leading coordination between medical and administrative teams to ensure operational excellence and patient satisfaction.

Proven expertise in insurance processes, staff training, compliance with healthcare standards, and improving overall clinic performance. A results-driven professional with strong leadership, communication, and problem-solving skills.

WORK EXPERIENCE

Clinic Coordinator (Marketing & Front Desk) CHIROPRACTIC CLINIC (RAIBAL)
Jun 2024 - Feb 2026

- Supervised daily clinic operations and coordinated between departments to ensure efficient workflow and high-quality patient care.
- Managed medical content and coordinated with the marketing team, designed promotional materials, and ensured accuracy of information in collaboration with doctors.
- Managed patient communication channels, responded to inquiries, and followed up on cases to ensure continuity of care and high patient satisfaction.
- Supervised front desk operations, appointment scheduling, and optimized patient flow within the clinic.
- Coordinated with vendors (printing houses and advertising companies) to deliver high-quality promotional materials in a cost-effective manner.
- Trained and guided new staff on clinic systems and standard operating procedures.
- Managed medical insurance processes, including claims submission, follow-ups, and coordination with insurance companies.
- Monitored petty cash, expenses, and oversaw daily financial operations efficiently.
- Ensured clinic readiness and full compliance with Ministry of Health regulations and standards.
- Conducted external field visits to promote the clinic, build relationships, and attract new patients.

Clinic Coordinator NUJOOD MEDICALCENTER
Mar 2022 - Feb 2024

- Supervised administrative operations and managed medical supplies to ensure clinic readiness.
- Prepared and reviewed financial reports, including balance sheets and profit/loss summaries.
- Maintained staff records and supported HR documentation and administrative processes.
- Coordinated with medical suppliers to ensure timely availability of clinic requirements.
- Supported patient care coordination and collaborated with medical teams to ensure quality service delivery.

Palliative Care Nurse KING HUSAIN CANCER CENTER
Oct 2015 - Feb 2022

NICU Nurse ITALIAN HOSPITAL
May 2013 - Oct 2015

CONTACT

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United Arab Emirates

EDUCATION DIPLOMA

Arab University College 2013

PERSONAL DETAILS

- Date of birth

05 Aug 1992

- Nationality

Jordanian

- Visa status

Resident

- Marital status

single

SKILLS

- Patient registration and medical records management
- Clinic coordination and administration
- Medical insurance handling and claim submission
- Proficient in using medical system (Insta HMS)
- Using Zoho system
- Clinic Operations Management
- Patient Flow Management
- Team Supervision
- Communication and customer service skills
- Proficient in Microsoft Office

- Languages

Arabic – Native

English – Good