

# VIJAYASRI T

## Operations Manager | Head of Patient Care | Patient Care Coordinator

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### SUMMARY

Highly motivated healthcare professional with 4+ years of experience in patient care coordination, hospital administration, and revenue cycle management. Proven expertise in patient registration, insurance verification, and medical billing, with a focus on regulatory compliance (HIPAA/JCI/NMC). Recognized for enhancing operational efficiency by reducing missed appointments by 15%, resolving 50+ daily patient emails, and boosting satisfaction scores to 95%. Skilled in front-office operations, shift schedule adherence, and email/call management, including adapting to rotating shifts to ensure seamless service delivery. Adept at leveraging Hospital Information Systems (HIS) and leading staff training programs on compliance, billing protocols, and patient safety. Committed to fostering structured complaint resolution and maintaining JCI/NMC standards through continuous process improvement.

### EXPERIENCE

#### Patient Care Coordinator

Vasantha Subramanian Hospitals India Pvt Ltd

07/2021 - 08/2023 Chennai, India

- Executed patient registration and insurance verification for 60+ daily patients, achieving 99% data accuracy and compliance with HIPAA/JCI standards.
- Revamped patient records management, updating 100+ monthly records with zero privacy breaches.
- Verified insurance eligibility and resolved 98% of claims accurately, collecting \$4,000/month in co-payments.
- Optimized appointment scheduling, reducing missed appointments by 15% via SMS/email reminders and follow-ups.
- Enforced infection control protocols, achieving 100% compliance during JCI audits.

#### Head of Patient Services & Operations Manager

RK Specialty Hospital

08/2023 - 03/2025 Chennai, India

- Pioneered centralized scheduling, slashing missed appointments by 25% and recovering \$10K annual revenue via automated reminders.
- Streamlined check-in workflows, accelerating patient processing by 30% and elevating satisfaction scores from 82% to 95%.
- Spearheaded claims processing, attaining 98% billing accuracy and reducing denials by 20% through staff training.
- Designed patient invoicing protocols, reducing billing errors by 30% and ensuring alignment with insurance requirements.

### EDUCATION

#### Bachelor of Technology in (BIOTECHNOLOGY) specialization in GENETICS with CGPA of 7.86

Bharath Institute of Higher Education and Research

07/2017 - 05/2021

### CORE COMPETENCIES

#### Responsibility & Competencies

- Patient Registration & EHR Systems (Epic, Cerner)
- Insurance Verification & Medical Billing
- HIPAA/JCI Compliance
- Conflict Resolution & Multitasking
- Telephone Etiquette & Customer Service
- Hospital Information Systems (HIS) Proficiency
- Patient Safety & Infection Control Standards
- Front-Office Operations & Patient Greeting
- Patient Invoicing & Cash Reconciliation

### PATIENT SERVICES & OPERATIONS SKILLS

#### Technical Skills,

Insurance Verification (Medicare/PPO)

MS Office Email Management Tools

#### Administrative Skills

Patient Registration Scheduling

Medical Billing & Claims Processing

#### Compliance & Safety

HIPAA Compliance JCI/NMC Standards

#### Soft Skills

Patient Advocacy & Communication

Conflict Resolution & Problem-Solving.

#### Operational Skills

Cash Handling & Financial Reconciliation

### LANGUAGES

English



Tamil

