

Nermine Ibrahim Elnashar

Receptionist and Administrative Assistant

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Summary

Nermine has a strong background in customer service and clinic management, with significant roles as a Receptionist and Administrative Assistant in Dubai and Alexandria. Her key skills include optimizing patient appointment schedules, financial and billing management, managing Medical Systems like "Apolonia", "ClinicSoft", "Medas" and "Dentalore,. All general clinic operations, also maintaining clear communication with patients and staff.

Nermine has a very good experience in dealing with various insurance companies to check eligibility and create the reimbursement form or the direct billing, such as Mednet, Metlife, Sukoon and AXA, etc.

Also as administrative assistant in a dental clinic she plays a crucial role in ensuring the smooth and efficient operation of the practice, allowing the dentists and other clinical staff to focus on patient care. Her responsibilities are extensive and often involve a combination of customer service, clerical, and financial tasks.

She holds a Bachelor of Education in Philosophy & Sociology and a Professional Diploma in Education Technology from Alexandria University.

Nermine is seeking opportunities to further utilize her skills in customer service and clinic operations. Her experience with tools like Google Sheets, Microsoft Teams, and Microsoft Excel and ID readers underscores her proficiency in managing clinic workflows efficiently.

WORK EXPERIENCE

2024-07 / Present

Receptionist and Administrative Assistant

TruCare Clinics LLC. Derma & Dental, Dubai, AE

Patient Management and Communication: Greeting and Welcoming Patients. Scheduling Appointments. Patient Registration.

Record Keeping and Information Management: Maintaining Patient Records. Preparing Dental Charts.

Office Operations and Administration: Office Organization. Inventory Management. Mail Handling. Office Coordination. Basic Office Tasks.

Financial Management: Billing and Invoicing. Insurance Claims. Processing Payments. Financial Counseling.

Inventory Management: Monitoring and ordering both dental and office supplies to ensure adequate stock.

Mail Handling: Receiving and distributing incoming mail and preparing outgoing mail. Acting as a communication hub between the front office and the clinical staff, ensuring everyone is updated on schedules and patient information.

Office Coordination: Managed and optimized patient appointment schedules using "ClinicSoft" under Vision Software and "Google Sheets," ensuring efficient coordination of busy doctors' schedules and patient waiting lists.

Support and Coordination:

- Conducted daily confirmation calls and WhatsApp SMS to verify patient appointments, facilitating timely rescheduling and minimizing no-show rates.
- Executed patient registration processes, utilizing ID readers for accurate data entry.
- Provide patients with all their inquiries about Derma details and explain to them all the procedures either for Derma or Dental.
- Book the next appointments for the patients after they finished to ensure the follow up.
- Coordinated with the dental laboratory to track and follow up on patient samples, ensuring timely and accurate processing.
- Maintained consistent and clear communication with patients and staff, avoiding industry-specific jargon for better understanding.

2023-09 / 2024-05

Receptionist and Administrative Assistant

M.A.G Health Clinic, Barsha1, Dubai, AE

- Fostered a welcoming and organized reception area, contributing to a positive patient experience and clinic reputation.
- Managed and optimized patient appointment schedules using "Medas Solution" and "Microsoft Teams," ensuring efficient coordination of busy doctors' schedules and patient waiting lists.
- Conducted daily confirmation calls to verify patient appointments, facilitating timely rescheduling and minimizing no-show rates.
- Executed patient registration processes, utilizing ID readers and scanners for accurate data entry and insurance eligibility checks.
- Generated bills, receipts, down payments, and refunds with precision, adhering to clinic policies and maintaining financial accuracy.
- Office Organization: Maintaining a clean, organized, and comfortable reception and waiting area.

Support and Coordination:

Providing support to managers and employees:

Anticipating needs, assisting with various projects and initiatives and handling administrative requests.

Travel Arrangements: Booking travel, accommodation and transportation for staff.

Expense Reports: Preparing and submitting expense reports.

Basic Bookkeeping: In some roles, performing basic bookkeeping or assisting with budget activities.

Event Planning: Assisting with the planning and coordination of company events.

2016-08 / 2023-04

Administrative Manager

Stanley Medical Centre, Alexandria, EG

1. Patient and Front Desk Management:

- **Scheduling and Appointments:** Managing the appointment book to ensure optimal patient flow, prevent double-bookings, and minimize wait times. This includes scheduling new appointments, confirming existing ones, and handling cancellations or rescheduling.
- **Patient Communication:** Serving as the first point of contact for patients, whether by phone or in person. This involves greeting patients, answering questions, addressing concerns, and ensuring a positive patient experience from the moment they walk in.

- *Records and Information:* Maintaining accurate and confidential patient records, including personal information, medical histories, treatment plans, and billing details.
2. **Financial and Billing Management:**
- *Insurance and Billing:* Handling all aspects of insurance claims, from verifying patient coverage to submitting claims and following up on unpaid balances. Also assist patients with understanding their billing and payment options.
 - *Financial Reporting:* Managing daily deposits, overseeing the office budget, and generating financial reports to track the practice's performance.
 - *Payment Plans:* Enforcing and managing patient payment plans and minimizing outstanding debts.
3. **Staff and Human Resources:**
- *Supervision and Leadership:* Overseeing the administrative staff, including receptionists and dental assistants. This includes creating work schedules, providing training, and fostering a positive and productive work environment.
 - *Hiring:* Participating in the recruitment, hiring, and termination of staff, and conducting performance reviews.
4. **General Clinic Operations:**
- *Inventory and Supplies:* Managing the office's inventory of dental and office supplies, placing orders, and negotiating with vendors to ensure the practice has everything it needs to operate without disruption.
 - *Facility Management:* Overseeing the condition of the clinic and arranging for any necessary repairs or maintenance.
 - *Systems and Technology:* Managing the office's computer systems and dental practice management software, and troubleshooting basic technical issues.

2010-07 / 2016-07

Receptionist and Administrative Manager

Naga Dental Centre in Alexandria, EG

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- Managed and optimized the "Dentalore" Dental systems and "Google Sheets" to efficiently review patient appointments, follow up on referrals, and maintain comprehensive patient history records.
 - Coordinated and streamlined busy doctors' schedules, effectively managing patient waiting lists to enhance clinic operations and patient satisfaction.
 - Oversaw the technical dental lab operations, ensuring the quality and accuracy of patient crowns and dentures.
 - Facilitated seamless coordination of tasks between nurses and dental assistants, promoting teamwork and efficient workflow.
 - Accurately generated bills, receipts, down payments, and refunds in accordance with clinic policy, ensuring financial accuracy and compliance.
 - Implemented process improvements that reduced patient wait times by 15%, enhancing overall patient experience.

Support and Coordination:

Providing support to managers and employees:

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Travel Arrangements: Booking travel, accommodation and transportation for staff.

Expense Reports: Preparing and submitting expense reports.

Basic Bookkeeping: In some roles, performing basic bookkeeping or assisting with budget activities.

Event Planning: Assisting with the planning and coordination of company events.

EDUCATION

2007 / 2008

Professional Diploma, Faculty of Education, Alexandria University.

Professional Diploma, department of Education Technology, Faculty of Education, Alexandria University, 2008, graded; Good.

2004 / 2007

Bachelor of Education, Faculty of Education, Alexandria University.

Bachelor of Education, Philosophy & Sociology Dept., Faculty of Education, Alexandria University, 2007, graded; Good.

SKILLS AND EXPERIENCE

- Excellent communication and interpersonal skills.
- Check insurance eligibility.
- Strong organizational and multitasking abilities.
- Attention to detail and accuracy.
- Proficiency in computer systems and dental practice management software.
- Problem-solving skills.
- Business Planning.
- Social Media marketing (Facebook, Instagram, etc.).
- Microsoft Office Skills (Word, Excel, Power Point, Teams & Outlook).
- E-Marketing skills.
- Sales and Customer Service.