



PETER JOSEPH

CLINIC MANAGER

Professional Profile

Resourceful Clinic Manager with a focus on developing high standards of practice evaluating patient care for effectiveness and implementing necessary changes to programs and policies. Committed to cost-effective compassionate urgent care. Motivational leader and business administrator with track record of success.

Work Experience


Clinic Manager | October, 2016 - Present


Aster DM Healthcare | Dubai - UAE

Key Job Responsibilities:


- Manages the overall operations, administrative activities and quality control of the clinic on daily basis.
- Managing P&L of the unit and achieving the given targets.
- Liaise with health plan medical directors and physicians on utilization and cost concerns.
- Resource plan agendas for the clinics doctors, nursing and administrations staffs taking into account patients profiles and trends to maximize the clinic revenue.
- Interact with customers, taking ownership of their grievances and feedback for the continuity and improvement of the clinic.
- Performance manage clinics staffs focusing on the integrity of the company and individual career development.
- Daily inspection rounds in the unit, ensuring all department /Doctors requirements are present and efficient.
- Ensure unit-working hours are covered with adequate staff, suggesting recruitment requirements whenever needed.
- Maintaining optimum consumable stocks levels with strict expiry management.
- Control and monitor the billing and insurance process of the unit.
- Monthly performance review meeting with managers to review and discuss performance of the clinic business and to agree on action plan in line with the center strategic plan.

Contact

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 Bur Dubai, Al Fahidi Dubai, UAE

 UAE Valid Driving License

Education

2014 - 2017

Bachelor of Commerce

CV Raman University, India

Key Skills

- Communication
- Interpersonal Communication
- Budgeting
- Leadership
- Customer Service
- Risk Management
- Problem Solving
- Decision Making
- Collaboration
- Empathy
- Detail Oriented
- Attention to detail

Personal Details

- **Date of Birth** : July 4, 1988
- **Marital Status** : Married
- **Nationality** : Indian
- **Driving License** : Valid UAE
- **Language** : English, Hindi, Kannada, Malayalam and Tamil

Reference

Will be furnished upon request

Work Experience Cont...

Customer Service Executive | | October, 2014 - October, 2016

Aster DM Healthcare | Dubai - UAE

Key Job Responsibilities:

- Welcome & greet patients & ask query of the patient as per set checklist.
- Help in Registration form & Insurance form fill up.
- Check the patient category - Insured Patient, Corporate Patients (check the staff list), HMO, and General Patients, assist patients to complete all necessary forms and documentation including medical insurance.
- Ask about problem of the patient and refer to the concerned doctor (in consultation with the Nurses if required).
- Send patient to concerned counter. Assist patient if required in reaching to the counter. Handover Patient Registration Cards to the patients.
- Ensure patients are informed if a doctor is running late or called out.
- Ensure reception area is well maintained, neat and clean and all standard protocols set by organization are maintained..
- Check with Insurance Coordinator for cases requiring approvals and status, packages covered of Insurance Card produced by patient.
- Coordinate with Symphony for insurance related matters.
- Receive patient file and enter details in the system.
- Verify insurance/benefit coverage and collects co-pays and/or payment toward account balances at the time of service.
- Collect money from patients and make Backdate billing for pending approvals.
- Call & follow-up with patients regarding NP amounts.

Declaration

I hereby declare that all the details provided above are true to the best of my knowledge.

Peter Joseph