

ROSE EMMANUAL

Healthcare administrative professional with experience in patient registration, insurance verification, and front desk operations. Skilled in coordinating admissions and discharges, addressing patient inquiries, and ensuring compliance with healthcare regulations.

EXPERIENCE

GLOBAL CARE HOSPITAL, ABU DHABI, UAE
PATIENT ACCESS REPRESENTATIVE | Feb 2024 – Present

- Manage patient registration processes, ensuring accurate collection of demographic and insurance information
- Verify insurance coverage, obtain prior authorizations, and explain patient financial responsibilities
- Coordinate patient admissions, transfers, and discharges in accordance with hospital protocols
- Collaborate with clinical and administrative teams to ensure smooth patient flow and coordinated care
- Oversee patient payment processing, including co-pay collection and account reconciliation, ensuring financial accuracy
- Maintain knowledge of insurance rules, coding, and billing; support quality improvements and ensure compliance with HIPAA, privacy laws, and standards.

AHALIA WOMEN AND CHILDREN HOSPITAL, PALAKKAD, KERALA, INDIA
GENERAL DUTY ASSISTANT TRAINEE | Jun 2023 – Oct 2023

- Efficiently managed front desk operations, promptly addressing patient inquiries to ensure a welcoming and responsive environment.
- Scheduled and coordinated doctor appointments, optimizing patient flow and reducing wait times.
- Communicated with patients and families via phone, email, and in-person to provide clear information on hospital services and procedures.
- Educated patients about hospital policies, services, and procedures, ensuring they were well-informed throughout their care journey.
- Addressed patient concerns and feedback with professionalism and empathy, maintaining confidentiality and adhering to privacy regulations.

PERSONAL SKILLS

- Skilled in addressing patient concerns with professionalism and care.
- Ensures accuracy in patient records and appointment scheduling.
- Handles changes in procedures and patient needs with ease.
- Works well within multidisciplinary teams to enhance patient care.
- Resolves issues efficiently to improve processes.
- Manages time effectively in fast-paced environments.
- Proficient in using healthcare software and electronic health records (EHR).

ACHIEVEMENTS

- IELTS Certified
- Volunteer, Kripa Charitable Trust (2018–2020)
 - Provided dedicated care and support to palliative patients.
 - Conducted comprehensive assessments addressing patients' physical, psychological, social, and spiritual needs.
 - Managed pain and other distressing symptoms associated with life-limiting illnesses.
 - Maintained effective communication between patients, families, and allied health professionals to ensure coordinated care.



CONTACT DETAILS

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EDUCATION

POST-GRADUATION DIPLOMA IN HOSPITAL ADMINISTRATION MANAGEMENT

IACET Accredited
2023

B.SC BOTANY AND FOOD MICROBIOLOGY

Mahatma Gandhi University Kerala
2022

PROFESSIONAL FOUNDATION COURSE

2018

HIGHER SECONDARY

Board of Higher Secondary Examinations, Kerala
2017

LANGUAGES

- English – Proficient
- Tamil – Intermediate
- Hindi – Intermediate
- Malayalam – Native

COMPUTER EXPERTISE

- MS Word
- MS Excel
- HIS (Hospital Information System)
- Concept
- Simplex Himes

REFERENCE

- Available Upon Request.

PERSONAL DETAILS

- Date of Birth : 18.07.1999
- Nationality : Indian
- Gender : Female
- Marital Status : Single
- Visa status : Company Visa
- Passport No : S0299295

DECLARATION

All the details mentioned above are true and correct to the best of knowledge and belief, and full responsibility is accepted for the accuracy of the information provided.

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