



Orly Romanos

PATIENT RELATIONS
COORDINATOR

orly.romanos33@gmail.com

050 548 4759

Dubai, United Arab Emirates

Over 4 years of experience in medical insurance coordination with a proven record of enhancing claim processing efficiency by 15% through accurate Medical Billing. Skilled in patient scheduling and registration processes, consistently improving data accuracy and ensuring efficient payment posting. Expert in charge entry and data entry operations, maintaining comprehensive accounts receivable records with a focus on precise Credit Balance resolution.

WORK EXPERIENCE

PATIENT RELATIONS COORDINATOR cum RECEPTIONIST

Dr. Sulaiman Al Habib Medical Group

05/2021 - 05/2025

- Answer patients inquiries concerning their accounts.
- Verified medical insurance benefits and processed claims.
- Arranging referrals to other health care providers, scheduling appointments for consultation, x-rays, lab tests, physical therapy, MRI's, CT scans, etc.
- Communicated and coordinated with physicians, therapists, pharmacy, and ancillary providers to ensure residents received necessary visits, medications, and follow-up.
- Assist the Registered Nurse in the provision of indirect and limited direct care for patients.
- Set up new patients' profiles in the system, analyzed specific needs and assigned suitable home health aides and medical providers.

Data Entry Clerk - DHA HASANA

Emirates Specialty Hospital DHCC, UAE

09/2020 - 04/2021

- Provided a quick guide to creating investigations for the detected COVID-19 cases.
- Greet and check in patients in a friendly manner.
- Updated and performed heavy data entry, atleast 120 people a day.
- Compared inputted data with paper based records and documents for accuracy.
- Provided accurate and appropriate information in response to customer inquiries.
- Completed administrative tasks and fulfilled additional responsibilities as delegated by supervisors.

SKILLS

Strong customer service skills

Insurance Verifying

Appointment Scheduling

Excellent administrative skills

Interpreting physician orders

Medical coding understanding

Medical insurance knowledge

Experienced user of Microsoft Office Suite including Word, Excel and Power Point

LANGUAGES

English ● ● ● ● ●

Tagalog ● ● ● ● ●

Bisaya ● ● ● ● ●

PERSONAL INFORMATION

Bachelor of Science in Psychology Degree 2016

2 year Graduate of Associate in Nursing Aide 2008

Visa Status: Employment Visa

Date of Birth: September 30, 1989

Citizenship: Filipino

Height: 5'3

Weight: 157 lbs.

Civil Status: Single