**Ritu Bahree**

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*Career Objective:*

* To use and enhance my educational as well as professional skills gained in last **14 years** of patient service, to make significant contribution in improving the efficiency of the organization working for.

Work Experience:

Designation-**SBU-Head/Floor-Manager,(Dermatology/Cosmetology/Plastic&Reconstructive Surgery and Aesthetic center/ ENT) at Fortis Memorial Research Institute Gurgaon**

Since**-November 2013 till date**

**Job Responsibilities**

***Medical Operations***

Assist MS in the effective and practical implementation of various process and policies

Identify high revenue yielding procedures in specialities and ensure smooth movement of patients in the hospital to achieve higher levels of patient satisfaction by taking feedback collected by GRO,s and sharing the analysis with management on monthly basis.

Safeguard revenue pilferage and ensure revenue is generated and shared as per the policies of the hospital by confirming the estimated procedure cost mentioned in the bill with the concerned clinical HOD and coordinating with nursing and other stake holders

Functions as a interface between medical services and various departments like business development, legal services,billing,IT and provide medical/expert inputs for smooth functioning of other departments

.to ensure coordination with MS to bring in higher levels of efficiency in medical care and other systems

Assisting in the procurement of new instruments and equipments by forecasting of planned procedures and surgeries on the basis of clinical HOD inputs.

***Compliance, accreditation and audit***

To coordinate the implementation of protocols/guidelines laid down by the quality department for NABH accreditation exercises on weekly, fortnightly and monthly basis.

***Academics and Research***

To assist in the coordination of research projects in clinical departments

To assist in the coordination and planning of DNB programs in various specialties and super specialties and completion of documentation formalities in –conjunction with DNB nodal officer of all the specialties.

***Medical stores and equipment***

Be responsible for ensuring that departmental equipment are kept in good working order to ensure patient and operator safety by regularly checking of equipment status report in conjunction with biomedical department

Coordinate and participate in periodic physical inventory of supply

Ensure adequate documentation of medical equipment by checking biomedical engineering equipment files.

To coordinate with various departments for the purchase and procurement of new drugs and consumables and review the status with management on weekly, fortnightly and monthly basis.

To coordinate with the Biomedical engineering department for rented equipment by doing analysis of utilization and optimization of the equipment on routine basis.

***Committee Secretariat***

To assist in providing secretariat support to various hospital committees. To include writing minutes and matter arising, drafting agendas, disseminating the papers and following-up on action points.

***Medical Administrator on Duty***

To take round of all patient specific areas of the hospital

To ensure completion of all medical records

To ensure availability of doctors and all services

To ensure no investigations and referral remain pending

To ensure patient bill and outstanding payment related ( department specific) queries are resolved at the time of patient stay and discharge.

.Responsible for discharge timing of respective specialities

. SPOC for discharge summary related issues or concerns

.To ensure the OPD patients are seen within the stipulated time.

.Supervision of departmental service coordinator in terms of day to day routine task

***Clinical metrics&Outcomes***

..Ensure clinical outcomes are captured real time followed by weekly validation(relevant for depts. Where the metrics have been identified)

***Patient Journey Flowcharts***

.Ensure all eligible patients receive PJFs and are also explained the same

.Ensure PJFs exits for all relevant procedures.

.ensure patient satisfaction to PJF to 90%.

.Ensure dashboard are filled timely updated

***Health Circle***

.Supporting for execution of medical care of health circle member.

***Door to Door International***

.Support achieving defined TATs for query closure

***100%customer orientation***

.Ensure training for service coordinators, technicians and physician led trainings for nurses, frontline non-medical teams.

.Track and lead conversions for all campaigns.

.Ensure proactive communication around radiology diagnostics

.Ensure seems-less flow and experience for patients availing radiology diagnostic facilities.

.Ensure more than 90%of CT and MRI reports within 2 hrs.

.Ensure more than 95%USG reports within 15mins&X-ray reports within 30mins.

***Digital Marketing***

.Ensure the conversations, follow ups/tracking up of leads

***Website***

.Ensure dynamicity and content enrichment of website

***Emergency***

.Ensure Pt LOS in triage>4hrs in triage

.Aligning ER responses and ensuring seamlessness.

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***Medical Records&Compliance***

To ensure adequate documentation of medical records by checking entries in the patient files are accurate&complete.

To conduct training needs analysis exercise and organize training for residents.

To audit documents for completeness and appropriateness ie consent forms.

Designation- **Patient** **Welfare Officer at BLK Memorial Hospital Pusa Road New Delhi**

Since**-October 2011- October 2013**

**Summary of Skills:**
Excellent knowledge of procedures and standards related to patient care activities
Profound knowledge of principles of infection control
Great ability to perform physically demanding; repetitious movements
Excellent ability to attend to details

Ability to multi task for achieving corporate Vision, Mission, and Goals

**Job Responsibilities:**

* Performed patient care and non-patient care tasks
* Implemented and adhered to Customer Service Standards
* Utilized appropriate age related patient protocols relating to the physical and psychological needs of all patients
* Collected and compiled data and ensured to maintaining a clean environment
* Implemented patient safety and other safety practice
* Managed, directed, and coordinated activities of patient care
* Assisted with operational aspects of the department in collaboration with other service areas
* Meeting & Briefing all New Admissions & ensure the compliance to admission Check List
* Ward Rounds & Grievance Management and report preparation
* TPA-Pre authorization forms
* Discharge Co- ordination.(Discharge Summary/Pharmacy return/coordination with- Billing)
* Monitor NPO Patient’s (For investigation/OT) for diet in coordination with dietician and F & B Supervisor.
* Co-ordination with Nursing & Housekeeping In charges. (Patient’s to vacate the room & room is transferred to Front Office by housekeeping after cleaning)
* Completion & Submission of MRD files in coordination with ANS & sent them to MRD.
* Investigation Coordination (with the Department & Wards)
* Co-ordination in Patient transfer with the Ward In charges
* Update all the Senior Doctor’s & Resident’s about the HWC & VIP Patient’s
* Feed Back Form analysis.
* Any other work assigned by management

Designation- **Patient Coordinator at Dr. Lal Path Labs (Pvt) Ltd**

Since-**October 2000 till October 2011**

***Job responsibilities***

* Responsible for looking after the corporate clients related to their health check ups, pre employment checkups, fixing up appointment with the doctor for report consultation, compiling up the data of clients and dispatching the reports.
* Responsible for attending all the enquiries for corporate clients.
* Responsible for managing front office.
* Maintaining administrative records of branch.
* Maintaining records related to NABL Documentation
* Responsible for maintaining daily cash sheet.
* Responsible for stock accounting of 6 centers and maintaining their inventory records, issues, daily indents, purchase orders.
* Performing duty as a registration head at front office.

***Areas of Interest***

* To handles various business development activities, identifying new opportunities and mapping new market segments.
* To work sincerely and perform to the best of my ability to achieve the set of goals for the organization.
* To utilize my customer service skills in building good relations with different levels of people.

***Qualification:***Graduate from Delhi University Diploma in Naturopathy from Shri Lal Bahadur Shastri University

 **MHA from Sikkim Manipal University**

*Languages Known:* English, Hindi& Punjabi

*Personal Dossier:* Date of Birth--------2nd Feb 1979

Gender---------------Female

Marital Status-------Married

Strengths-------------Optimistic, Confident, Adaptable

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 *RITU BAHREE*