

To,

Dear, Management

May I take the opportunity to introduce myself through this letter; I have a deep knowledge and good Experience, I am MBA qualified with 5+ Years knowledge of NABH. Healthcare and Wellness Operation and Administration at senior level to take up all the challenging Assignments in all aspects of Quality, Administration, Operations, Support services, Infrastructure Management and liaison. Able to use own initiative and work as part of a team. Proven leadership skills, Including managing and motivating other staff to achieve company objectives. An effective communicator at all levels within an organization. Good problem solving and analytical skills dealing with Administration and Operation, Planning, Statutory and Regulatory Compliances, Promotion and Branding, Vendor Management, QCI, Security, Housekeeping, HR, PF &, CRM, Front Office, Billing, TPA, Maintenance, Transport, Legal Compliances, Hospitality Service Management, Staff Management, NABH& amp; NABL standard, Growth and Improvement, Budget Planning, Public Relation and Maintaining Good liaison with police and Local authorities. I able to implement all safety and Administration related policies. I have good analytical Ability and Leadership/Team building qualities. Keeping in view my competence, I request you to give me an opportunity to serve in your organization and call me to access my potential. I assure you that I will come true to fulfil and expectation for you highly simulating work conductive

Regards,
Mr. Rohit Goswami

Mr.Rohit Goswami

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Career Objective

Looking for a challenging position in Professional Organization where I can enhance my skills and strength in conjunction with the company goal and objective.

Core Competencies

- ♦ Excellent communication skills, interpersonal and collaborative skills
- ♦ Cost Efficient
- ♦ Plan and prioritize your own work and other people
- ♦ Depth knowledge of operational processes Supplier Relationship
- ♦ Flexibility and to adapt to new technologies
- ♦ Multiple and simultaneous responsibilities and to prioritize duties/tasks

Professional Experience

Shivalik Medical Center Hospital Pvt.Ltd. Noida (U.P.) INDIA

HR Manager & Operation, AUG- 2024-present Date

Compile and compose review information for employees and conduct employee face to face reviews with Manager.

Ensure employees meet targeted/expected goals as well as complete make-up time as scheduled. Ensure attendance occurrences are handled correctly and point of contact for employees to call regarding unscheduled absences. New Employee Set-up and work with HR/IT to on-board new employees and audit Employee Performance.

Work station set-up (computer, phone, supplies, etc.).

Work designated Saturday as Manager/Supervisor on duty.

Consistently display initiative in all aspects of the position, including attendance, service delivery, and volunteering for special projects or assignments.

Enforce HR policies (attendance, dress code, cell phone, etc.) /SOP`S(Company)/Protocol's (Company/Dept.) and accurately document employee conversations in a timely manner.

Create and implement activities to motivate team to meet/exceed metrics.

Oncocare Cancer And Super Specialist Hospital (U.P.), INDIA

Administration & HR Manager Patient Care Services & Operation, July 2022 July- 2024

Responsible for identification of potential insurance companies and corporate associates and make business proposals

Responsible for review of agreements, renewal of contracts, negotiations, network selection and empanelment.

Responsible for design, update and implement policies, procedures and practices to ensure the efficiency and effectiveness of the insurance department.

Ensure for training on insurance policies and protocols to insurance and front office staffs

Responsible for management of approval process, follow-up and negotiate on difficult approvals.

Ensure the claim submission and resubmission within contracted period to ensure maximum recovery /to avoid denials

Responsible for the collection of insurance receivables: contact insurance and corporate associates regularly, follow up on payments and maximize collection efficiency

Initiate collections on past due receivables, resolve any discrepancies, perform disallowance reconciliation with insurance companies.

Evaluate the disallowance reasons; identify the improvement areas, and implement the changes.

Regularly submit reports to the management on submission of claims, remittance, and resubmission, and insurance receivable ageing.

Support the department for a yearly audit process

New Employee Set-up and work with HR/IT to on-board new employees and audit Employee Performance.
 Work station set-up (computer, phone, supplies, etc.).
 Work designated Saturday as Manager/Supervisor on duty.
 Consistently display initiative in all aspects of the position, including attendance, service delivery, and volunteering for special projects or assignments.
 Supervise work overtime with or without advance notice as the demands of the department warrant.
 Successfully juggle the known needs of the position with extra responsibilities as assigned.
 Keep HR and management informed of area activities and significant problems.
 Maintain a high degree of confidentiality pertaining to team member and customer situations.
 Take escalated customer calls and ensure situations are resolved in a 'Win-Win' manner.

Anand Hospital, Meerut (U.P.), INDIA

Administration-Patient Care Service-Operation, Oct 2016-Oct. 2022

Update the patients bills on a regular basis, to do the final billing of the patients, Handle queries from internal and external customers. To minimize the errors so as to prepare a true picture of the revenue.

Daily updating in the bills of all patients from the time they get admitted in the hospital

Receiving query calls from nursing stations and resolving them.

Resolving billing and chargeability query raised by the internal and external customers.

Receive and enter the billing activities received from the Cath Lab, Cardiac and Multispecialty OTs.

Maintaining and filling all documents pertaining to the patient.

Receiving and filling the discount approvals in respective files.

Entering and getting the discounts acknowledged under the respective heads and into the patient's bill.

Ensuring smooth shift handover and getting all queries resolved to maintain a clear handover.

Rectifying any errors from the previous shift so as to minimize the error rate.

Auditing of drugs, consumables and returns.

During the night shift-

1. Receive all billing activities from various nursing stations on a 9 pm to 9 bases.

2. Update all investigations, Bed side procedures, doctor visits and any other related information in to the HIS along with the chargeability.

3. The night auditing includes updating the complete bill of the patient including the updating of drugs and consumables till 9pm.

4. Filling of all documents in the respective patient's file.

Making the final discharge bill after crosschecking the entries for the entire period of the patient stay.

Before discharge crosschecking for approval and other required documents if the patient is under a corporate.

Updating the patient's bill according to the MOU with the respective corporate and post discharge raising the credit bill in the corporate name.

Maintain the daily discharge report and ensuring that correct data is entered.

Shanti Deep Hospital, Bulandshahr (UP) INDIA

Rejective- Patient Care Service-Operation /, Dec 2014-Sep-2016

Prepare final bill when cash/TPA/corporate/refund cards come for discharge.

In the case of TPA credit patients, if the bill exceeds the approval final bill with discharge summary is send it to the insurance dept for the final approval.

If there is any collection to be done from patient it is done (E.g., co-payment, room restriction, non-applicable charges etc.).

Every day morning all the previous day discharged cards are to be cross checked whether they have paid the bill and show discharge in the HIS.

In case of cash patient if they have not paid who has given permission should give a letter which should be attached with the card & it is filed in the billing dept.

In case of credit bills after receiving the payment, it is been settled against the respective credit bills and the same is sent to accounts.

Education

Attending to patient/company queries as and when it is required. Give them the information required. Correspondence & communication with Insurance companies regarding multi-service disputes Rejected claims.
Resubmission of Rejected claims with clarification within given time frame.
Carrying out daily round of inpatient locations – with the aim of determining the quality of Medical and other supportive services being extended.

Punjabi University, Patiala, (Punjab) INDIA

Master Of Hospital & healthcare management, Aug 2015

Sampuranand Sanskrit University, (U.P.), INDIA

Master Of Art, May 20013

U.P. Board,Allahabad,INDIA

Intermediate, June 2006

U.P. Board,Allahabad,INDIA

High School, June 2008

Additional Skills

Proficient in Microsoft Office and basic knowledge of computer applications.
Knowledge of MEDTRAK, HIS and HMS - leading software's used by majority of healthcare organizations throughout the country.
Bilingual in English and Hindi.

Professional Strength

Great team player.
Excellent Communication skills with leadership qualities, ambitious, adaptable and willing to learn.
Able to work under the pressure of deadlines.
Ability to cope with emotional situations.
Positive attitude, Listening Skills, Sensitivity and Empathy.
Ability to relate to a wide range of people.
Excellent problem-solving abilities, detail orientation skills, and diagnostic abilities.
Ability to coordinate and work successfully with a global team

Personal Information

Date of Birth- 16th July 1991
Father`s Name- Shri Raj Kumar Goswami
Marital Status- Unmarried
Nationality - Indian
Permanent Address- Mansarovar Colony,Amba Enclave,Bulandshahr Uttar Pradesh
203001, INDIA

Reference

As per need will be provided.

(Rohit Goswami)