AKHILA SAJEEV

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PROFESSIONAL SUMMARY

Results-driven Clinical Quality Manager with 1+ year of experience in U.S.-based home health care, combined with medical coding and scribing expertise. Skilled in improving patient outcomes, minimizing documentation errors, and ensuring regulatory compliance. Experienced in clinical data analysis, quality improvement initiatives, and streamlining care processes to enhance patient satisfaction and operational efficiency. Familiar with ICD-10-CM, CPT, and clinical documentation standards

OBJECTIVE

Seeking a Clinical Quality, Medical Coding, or Scribing role in the UAE healthcare sector where I can leverage my experience and certifications to enhance clinical workflows and ensure regulatory compliance

TECHNICAL SKILLS

- Clinical: Clinical Trial Management , Clinical Quality Assurance , Patient Care Coordination , Regulatory Compliance, Adaptability, ICD-10 Coding, CPT, HCPCS
- Software & IT : Well Sky Kinnser, Electronic Health Record Systems (Epic, Cerner), Microsoft Suite , Electronic Data Capture , Typing Master (40wpm), EMR documentation
- Quality Assurance : CAPA(Corrective and preventive action), Quality Auditing , Root Cause Analysis , Six Sigma
- Management & Leadership : Schedule Management, Process Improvement , Team Collaboration , Resource Allocation , Operational Efficiency, Revenue Cycle Management

CERTIFICATIONS

- Medical Coding and Billing
- Medical Scribing
- Medical Record Assistant

PROFESSIONAL EXPERIENCE

Clinical Quality Manager, Ecorgy Solutions, Thiruvananthapuram   Dec 2023 - Oct 2024

- Initiated and led quality improvement projects that resulted in a 20% increase in patient satisfaction scores, showcasing leadership in enhancing healthcare delivery.
- Collaborated cross-functionally to refine patient care plans, improving care delivery and reducing unnecessary delays by 10%.
- Analyzed clinical data to identify trends, reducing documentation errors by 15% through targeted interventions.

Clinical Biller and Transcriptionist, We Care Hospital, Edamon   Apr 2023 – Dec 2023

- Maintained 98% accuracy rate and reduced claim denials by 15% within the first year.
- Utilized Epic and Cerner EMR systems for coding and billing workflows.
- Accurately coded inpatient and outpatient diagnoses and procedures using ICD-10-CM, CPT, and HCPCS codes.
- Worked closely with physicians and CDI teams to clarify documentation and ensure compliance.

EDUCATION

- M.Sc. In Botany -Fatima Mata National College, Kollam   2021-2023
- B.Sc. In Botany - St. Stephen's College, Pathanapuram   2017-2020

ADDITIONAL INFORMATION

- Languages: English, Malayalam, Hindi, Tamil
- Awards/Activities: Best Employee Award (2024) for exceptional contribution to achieving a 17k billing was made through significant improvements in both clinical and operational areas.