

Houaria-Farah Lemmalda

Senior Executive - Medical Receptionist

(6+ Years' Career experience)



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(Visit Visa – Expiry Date: March 28th, 2025)
Algerian Driving License

SUMMAR

Proficient Medical Receptionist with over 6 years' experience, responsible for ensuring smooth operations at a medical facility's front desk, greeting patients, scheduling appointments, answering phone calls, and performing administrative tasks, have excellent customer service skills, attention to detail, and the ability to handle sensitive and confidential information.

QUALIFICATIONS&CERTIFICATIONS

- June 2024, High School Diploma, Specialty: Office Secretarial, Broston Training School, Oran, Algeria
- November 2020 - Master's degree, Specialty: Physics' Energetics and Renewable Energy, Oran University of Science and Technology - Mohamed Boudiaf, Oran, Algeria.
- June 2018 - Bachelor's degree, Specialty: X-ray physics, Oran University of Science and Technology - Mohamed Boudiaf, Oran, Algeria.

WORKEXPERIENCE

Senior Executive - Medical Receptionist
Oran Military Hospital - (Oran, Algeria)

January 2019 – December 2024
(Full Time)

Responsibility:

- Greet and attend to patients in person and over the phone.
- Professionally assist doctors, staff, visitors, and patients.
- Maintain business inventory including checking supplies, scheduling equipment, and maintenance repairs.
- Answer all phone calls professionally and courteously.
- Perform all duties within HIPAA general regulations.
- Maintain confidentiality of all doctors, staff, and patient information.
- Schedule appointments between doctors and patients.
- Liaise between medical departments with discretion and professionalism
- Adhere to policy and procedures during all activities.
- Assist with admissions/treatment as per agreed protocols.
- Ensure that stock levels are adequate, and orders are made timeously.
- Communicate medical results to patients under clinical supervision.
- Complete accurate documentation of patient visits

SKILLS

Scheduling patient appointments - Excellent interpersonal and communication - Strong organizational and multitasking abilities - Confidentiality - Answering incoming calls - Time management - Insurance Verification - Communication - Medical terminology - Background in the healthcare sector - Update and maintain electronic medical records - Scheduling - Problem-solving - Managing patient records and correspondence - Customer service - Greeting and assisting patients - Attention to detail - Teamwork - Professionalism - Prioritization - Medical billing - Organization - Administrative proficiency.

Languages

Trilingual (Arabic - English - French).