

Majdouline Aslaou

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PROFILE OVERVIEW

A high impact professional with significant 12 years of experience in Healthcare Administration and management . Continually being solutions oriented with excellent organization skills, successfully and consistently delivering a high standard of professionalism and direction expertise.

CAREER HISTORY

Ebsaar & Prof Sakla Spanish Eye Clinic | Dubai, UAE | Clinic manager | 2018 – DEC 2021

About The Medical Company

Prof Sakla Spanish Eye Clinic is a branch of Ebsaar Center, Newly opened in Dubai and specialized on variety of services: Lasik Treatment, Pediatric Ophthalmology, Cataract Treatment, Keratoconus, Blepharitis, Amblyopia and Glaucoma. On the other hand Ebsaar Eye Surgery Center is a full fledged eye clinic specializing in Lasik and Cataract surgeries. Founded by the internationally acclaimed eye surgeon Dr. Hani Sakla.

Key Job Responsibilities & Achievements:

Administration, Management & Marketing

- Implement internal medical audit
- Establish business relationship between the healthcare facility and providers.
- Amend facility license : add new specialty service
- Keep up to date license and malpractice insurance for the clinic and the healthcare professionals.
- Keep records and managing on facility resources, medicines, Consumables, machines...Etc
- In charge of organizing and carrying out variety of administrative work.
- Organize, compile and store all the notes on patients taken.
- Help refer patients' files to billing and payment departments, or process payment information.
- Prepare Monthly report about social media leads
- Ensure that all policies and procedures function in accordance with DHA regulations.
- Organize Marketing Events and Campaigns.
- Add and improve web content, it's important to keep content up-to-date
- Handle all payments to clinic suppliers and accurately enter daily payment activities (credit, insurance, cash, check, payment for previous visit) into software management system

Nursing & surgical support

- Infection control coordinator
- Assist the doctor in both consultation and surgeries
- Operate on the wavefront refractive Lasik (allegretto)
- Responsible for the performance of the teams by: monitoring the nurses and ensure they are fulfilling all their job requirements.
- Coordinate nursing care by allocating resources where they are needed, whether in the form of nurses, medication, doctors or equipment.
- Ensure the patients' needs are met and receive appropriate attention.
- Gather patient' medical histories and perform pre-op assessments to develop a better understanding of the patients health profile prior to surgery.
- During the eye surgery, assist the surgeon by maintaining a sterile surgical environment, preparing the patient in the correct position, handing the surgeon various surgical instruments and monitoring the patients' vital signs

Training & Communication

- Regular daily, weekly and monthly reports submission to upper management of the facility.
- Coordination with supplies in regards to ordering products and equipments maintenance.
- Communicate with patients and their families about treatment options.
- Train nurses on equipments or procedures regularly or when it is needed.
- Examine and resolve complaints received from staff, visitors, patients and physicians

About The Healthcare Facility

Provincial Hospital Hassan II is a governmental Hospital that includes different specialties (General, pediatric, orthopedic, ENT, gynecology and obstetrics) has two operative theatres, and the average daily operations performed was ten plus emergency cases.

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Surgical Support: Pre-operative care	<p>Prepare patients for surgery by completing a number of steps:</p> <ul style="list-style-type: none"> – Educate the patient on any pre-operative instructions leading up the surgery – Ensure that all pre-operatives tests and blood work are completed – Ensure that the patient’s chart is comprehensive and all paperwork is completed and signed – Settle patient into the room and preparing the patient for surgery – Interview and assess the patient on the day of the surgery
Surgical Support: Intra-operative care	<p>Within the operating room, supporting the surgeon:</p> <ul style="list-style-type: none"> – Assist the surgeon by selecting and passing instruments and supplies during the surgery – Manage the overall operating room as to ensure a safe and comfortable operating room environment
Surgical Support: Post-operative care	<p>Upon completion of the surgical procedure:</p> <ul style="list-style-type: none"> – Monitor the patient and addressing any signs of distress, infection, shock, bleeding, or other problems – address wounds – Assist patients by helping them deal with the effects of the surgical procedure or by providing pain management – Instruct the patient and patient’s family on at-home, post-operative care (discharge orders) – Ensure that the patient is comfortable
Out patients Care	<ul style="list-style-type: none"> – Worked with several specialties: obstetrics and gynecology, orthopedic, ophthalmology, pediatric and cardiology. – Assist the Consultants during consultations and during minor operations and procedures. – Carry out diagnostic procedures - such as ECG, swabs, blood tests. – Worked in collaboration with Consultants, and extended members of the multi-disciplinary team to develop clinic records. – Ensure that all patients provided with relevant and accessible written information regarding their procedures.
Emergency Department	<ul style="list-style-type: none"> – Be in charge of planning, implementing and evaluating individual patient care. Be Alert of emergency planning and disaster management. – Pain assessment and management by scale and appropriate therapies. – Infection control and prevention by keeping hand hygiene and standard precautions. – Preventing and controlling violence and aggression. – Maintain the documentation and Medical Record

MARKETING AND HEALTH CAMPAIGNS

- 2013 - 2014 Anti-AIDS Campaign – Morocco
- 2019 - 2020 Eye Care Campaign in Collaboration with:
 - Exhibition Dubai fashion avenue 2019 event
 - Police health care
 - Emirate women's day at Dubai police center
 - Residency and foreigners affaire
 - Afaaq Islamic finance

EDUCATION

Institution	Major/Area of Study	Degree Obtained	Year
Mohammed VI University of Health science	Hospital Management	MBA Degree	2019-2021
Ibn Zohr University, Agadir	Economic Science and Management	Bachelor Degree	2010 - 2013
Institute of Health Careers –IFCS, Agadir	Polyvalent Nurse	Bachelor Degree	2006 - 2009
Mohamed 5 High School	Science Experimental	High School Baccalaureate Degree	2003 - 2005

OTHER SKILLS

Personal Skills

- Languages: Arabic, French, English.
- Excellent Verbal and Written Business Communication Skills.
- Excellent Planning, Time Management and Organization Skills.
- Strong Knowledge in Healthcare Industry
- Product and service knowledge
- BRM/CRM (Salesforce)
- MS Office

REFERENCES

- Dr Ghrib Salahddine .Traumatology-orthopedic, Tel: +212663669934. Email: s.ghrib@hotmail.com
- Dr Tina Eckert , consultant ophthalmologist Tel: +971 55 974 96 98 .Email: Eckert.tina11@mail.com