



# NIDHI MOL SREEKALA

## PERSONAL BACKGROUND

I'm a polished and experienced medical secretary/customer service representative/receptionist offering strategic relationship building skills. Excellent communication skills, both written and verbal, enabling effective interaction with patients, healthcare professionals, and colleagues. Skilled in using electronic health record (EHR) systems and other administrative software, increasing efficiency and accuracy in managing patient information. I am proficient at solving problems creatively.

## Contact

### Phone

Mobile : +971 50 926 1566

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### Email

nidhimols14@gmail.com

### Address

Sharjah, UAE

### Visa Status

Visit Visa (expiry date : 10/04/2024)

## Education

Government Women's Polytechnic College, Kayamkulam  
Diploma In Electronics Engineering, (2014-2017)

Samajam HSS Muthukulam  
Higher Secondary, 2014

Govt HS Ramapuram  
High School, 2012

## Expertise

Complaint Handling  
Multi-tasking  
Troubleshooting  
Conflict Resolution  
Data Entry  
Cash Handling  
Patient Registrations  
Insurance Registrations  
Customer Retention  
VISA medical Registrations

## COMPUTER PROFICIENCY

MS Word, MS Excel, MS Power Point &  
Internet Applications

## Language

English

Hindi

Malayalam

## Experience

Al Hilal Hospitals and Medical Centres Bahrain ( 2018 - 2023 )

Customer Service Coordinator/ Receptionist / Medical Secretary

1. Greeting and directing patients: Welcoming patients, guiding them to the appropriate department, and providing any necessary information.
2. Scheduling appointments: Coordinating patient appointments, entering data into the scheduling system, and managing the appointment calendar.
3. Answering phone calls: Responding to inquiries, scheduling appointments, and transferring calls to the relevant personnel.
4. Registering patients: Collecting personal and insurance information, verifying patient details, and updating records.
5. Managing patient records: Maintaining and organizing medical records, ensuring confidentiality and accuracy.
6. Insurance and billing: Assisting patients with insurance processes, submitting claims, and resolving billing issues.
7. Coordinating admissions and discharges: Ensuring a smooth and efficient process for patients entering and leaving the hospital.
8. Providing administrative support: Assisting staff with various administrative tasks, such as typing reports, handling correspondence, and managing office supplies.
9. Handling financial transactions: Collecting payments, issuing receipts and managing cash transactions. The cash which receives at the reception should be handed over to the accounts department on a daily basis.
10. Maintaining a clean and organized reception area: Keeping the area tidy, ensuring adequate supply of informational materials, and arranging seating for patients.

Visa medical registrations : Visa Medical Registration Experience:

- Responsible for conducting thorough medical examinations and assessments for visa applicants
- Ensured compliance with all necessary regulations and guidelines
- Maintained accurate and detailed medical records for each applicant
- Collaborated with healthcare professionals and officials to streamline the visa medical registration process
- Provided exceptional customer service and support to applicants throughout the registration process

Covid Data entry : Covid Data Entry and Registrations Experience:

- Successfully managed and inputted Covid-19 related data and registrations on the official ministry site
- Ensured timely and accurate recording of Covid-19 cases and related information in compliance with ministry guidelines.
- Collaborated with ministry officials to streamline the data entry process and improve efficiency
- Played a key role in maintaining the integrity of the Covid-19 database and ensuring the security of sensitive information.
- Provided support to individuals navigating the registration process and troubleshooting any issues

## MY REFERENCES :

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