



SUSMITHA ROYSON K

Nationality: Indian **Date of birth:** 09/11/1996 **Gender:** Female

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Home: Al Ameer Tower, #807, Near Baqer Mohebi, Al Nahda, Sharjah (United Arab Emirates)

ABOUT ME

Highly skilled Operation Executive with 3 years of Hospital-In-Patient operations experience. Enthusiastically and effectively manages entire operations from admission to discharge. Able to conduct expert assessment of patient satisfaction during hospital stay.

PASSPORT DETAILS

Passport No : X4844270

- Date of Issue : 11/03/2024
- Date of Expiry :10/03/2034

Visa Status

- Tourism / Visit Visa
- Validity : 03-August-2024 to 01-October-2024

EDUCATION AND TRAINING

Master of Hospital Administration

Kerala University of Health sciences (2021)

Bachelor of Business Administration

University of Calicut (2018)

Plus Two

Kerala Higher secondary Examination Board (2014)

SSLC

Board of Public Examinations, Kerala (2012)

WORK EXPERIENCE

Operations Executive IP Operations

Daya General Hospital [28/04/2021 – 27/05/2024]

City: Thrissur Kerala | **Country:** India

- To assist in supervising and coordinating the daily activities of IP-Operations to always ensure prompt and efficient services
- Handling customer's queries, grievances etc.to ensure that the patients get the best service.
- To visit all patients on daily basis and collect feedbacks about the services and forward the comments or complaints to concerned managers through organization protocol.

- To assist the patient or patient relatives with Insurance related queries.
- To assist in coordinating the discharge process of the patients by ensuring timely availability of discharge summary, discharge medications and discharge bills.
- To follow-up on payments and outstanding. Looking into bill adjustment and corrections if any.
- To examine and ensure the smooth functioning of the facilities and services in the room and to escalate the problems to concerned departments without any delay.
- To conduct various promotional activities in coordination with marketing and other key stake holders.
- To assist with the preparation of monthly reports and other relevant reports.
- To counsel the patients regarding various financial and psychological aspects.
- To collect feedback from all discharge patients and assist them in booking new appointments.

PROJECTS

1. A study on stress management among front office department in Aswini Hospital, Thrissur.
2. Patient satisfaction and Hospital Brand image among ophthalmology department in Little Flower Hospital, Angamaly.

CONFERENCES AND SEMINARS

1. Participated in the National conference on "Healthcare excellence through administration and leadership (HEAL-2018)" held on October 2018 at Baby Memorial Hospital, Kozhikode.
2. Participated in the National conference on HOSPICA EN MASSE 2019. Held on November 2019 at Dr. John Mattai Centre, Thrissur.
3. Participated in national allied Health science conference. RGUHS – AHSCON – 2020. Held on February 2020 at NIMHANS convention Centre, Bengaluru.

LANGUAGE SKILLS

Mother tongue(s): MALAYALAM

Other language(s): ENGLISH

SKILL HIGHLIGHTS

- Adaptable and Problem Solver
- Strong decision maker
- Delegation
- Strong communication skills
- Innovative
- Service-Oriented

DIGITAL SKILLS

MS WORD / MS EXCEL / POWERPOINT

REFERENCE

Reshma P.R

Asst. Manager- IP Operations,
Daya General Hospital, Thrissur

I, Susmitha Royson K. hereby clarify that the information provided above are true to the best of my belief and knowledge.

Sharjah, U.A.E.