

PROFILE

Experienced Patient
Administrator with a
demonstrated history of
working in health care and
hotels industry.
Seeking a job as customer
service representative, at a
reputable organization where
my experience, skills and
background can be utilized

CONTACT

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HOBBIES

judo reading

MAHMOUD ELSABAHY

Patient administrator

EDUCATION

Bachelor - Faculty of Physical Education El Mansoura University 05/2012

WORK EXPERIENCE

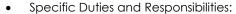


02-2021-07-2022

- Ending outpatient bills with a special system and closing
- Invoices as per the agreed tariff.
- Obtaining approval for outpatient and inpatient clinics.
- Handling cash (collecting co-payments for patients and handling
- small expenses
- cash on a daily basis).
- Manage patient appointment scheduling and registration
- Effective and efficient process.
- To constantly meet customer service expectations through improvement
- Quality of patient service.
- Assist clients in scheduling appointments and order their own

AL-Ahli Hospital in Doha – Qatar Customer Services Coordinator/Team Leader 10-2015–01-2021

0-2015-01-202



- Providing first class service to the patient.
- Handling Out-Patient clinics
- Receiving appointments for the clinics, Excellent Telephone manners
- Assisting the needs of the patient inquiries and answering the phone calls of the patient
- Receiving and sending claim forms to the Insurance Department
- Making files and stickers for the patient.
- Accepting payments for the clinics.
- Giving training to new staff
- Working as medical commission representative





- Make appointments for guests in the E-hope system and complete appointment card if required and maintain waiting list of guests
- Receive and register guest in EHOPE system.
- For insured guests take a copy, scan in their insurance card and reading the details of their cards.
- Responsible for processing any cancellation or refund of investigation, attaching all the supporting documentation duly stamped and signed off
- Upload the insurance claim form and other documents and send to Pre-Approval section.
- Reading the insurance cards and Explain to the guest where investigations exceed the insurance limits
- Check the call back system regularly throughout the day and update
- Responsible for calculating cash and credit card sales. They
 must be tally with issued receipt vouchers.
- Doing Supervisor Tasks When It's Required

Doha Medical Center in Doha – Qatar Customer Service Representative

9-2013-9-2015

- Registration &billing using the system & closing bills
- according agreed tariff.
- Getting approval for out-patient & in-patient through E-CLAIM
- Dealing with cash (collecting patients' copayment &handling
- petty cash on daily basis).
- Manage the patient's appointment scheduling and registration
- process effectively and efficiently.
- To consistently meet customer service expectations by
- improving the quality of patient service.
- Assisted customers with setting appointments, special order
- requests, and arranging merchandise pick-up

Bard El-Mahalla for Trade

sales representative

- Greet customers
- Help customers find items in the store.
- Check stock in other branches or request stock required for customers.
- Provide customers with information about the items
- Contact Procurement
- Raise complaints to management.
- Inventory tracking.

SKILLS

- Customer service.
- Interpersonal skills.
- Billing
- Team management.
- Front office operations
- Cash handling.



