



# MAHMOUD ELSABAHY

Patient administrator

## 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



## EDUCATION

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

## WORK EXPERIENCE

**El Shorouk Hospital Patient administrator & Billing**  
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

- Specific Duties and Responsibilities:
- 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.