

Zahra Hassan Ali Gholoom  
+0971528208717  
Zahrasaltan12.zh@gmail.com  
UAE/ Sharjah

- **Summary**

Seeking a role in Patient Access with an organization where one may apply the strengths in teamwork, leadership, and effective communication, Over a year of Patient Access/Registration experience within the medical fields.

- **Experience**

- **Patient Coordinator NMC Royal Hospital Sharjah 2021- certain**
  - Prepare and participate in daily huddles to ensure that each day flows smoothly.
  - Handle and/or direct patient questions and complaints; know when to escalate and forward to the Office Leader.
  - Coordinate patient scheduling and flow throughout the day by providing accurate route sheets and pulling files of scheduled patients.
  - Enter diagnosed treatment plans accurately to the practice software and ensure accuracy of case acceptance is documented by recording.
  - Record all charges and payments to patient accounts, be able to complete and explain third party financing options to patients.
  - Follow payment policy by collecting payment from patient at the time of service, calmly and effectively guide patients by phone through a emergency,
  - Enter all patient information into the computer software system accurately, ensuring that we have the most updated information on file for each patient.
- **Internship in medical laboratory science Al Baraha Hospital 2019**
  - Receive sample and collect the sample.
  - Run control, calibration, maintenance for lab equipment.
  - Conduct lab tests in the areas of (Hematology, Clinical Chemistry, Blood Bank, Serology, Urinalysis, Microbiology).
  - Analysed the results and wrote reports.
- **Laboratory receptionist Al Zahra Hospital 2018-2019**
  - Receive samples and distribute them to the appropriate department.
  - Enter samples date into the system.
  - Provide information to the patients and out clinic (other departments) related to the tests and reports.
  - Collecting and running Urea Breath test.
  - Solving problems related to the lab test and sample, and patients reports.
  - Assist, perform, and document laboratory records.
- **Finance helper (Part-time) University of Sharjah 2018**
  - Helping students to divide tuition fees and write a cheque.
  - Prepare a statement of the account.
  - Provide information about the tuition fees.

- **Skills**

- Excellent written and oral communications.      Doing works on time.
- Writing lab reports and data analysing.      Ability to work under pressure.
- Building good relationships at all levels.      Ability to solve problems.
- Ability to work independently or as part of a team.      Ability to negotiate.
- Ability to learn independently in a related discipline.      Customer's service.
- 
- **Technical Skills**
- Microsoft Office (Word, PowerPoint, and Excel) -Spss
- **Language**
- Arabic      English

- Education

- 

- Bachelor's degree in medical lab Science University of Sharjah 2017-2018
  - **Course and Certificate**
- Let's Break the Chain of COVID-19 Infection Mohammed Bin Rashid University of Medical and
- Health Sciences Collage 2020
- Leadership and Management TRA Academy 2020
- Digital and Social media Marketing TRA Academy 2020
- Preanalytical quality assurance and sample collection BD medical technology company 2018
- Phlebotomy University of Sharjah 2016