

ACADEMIC RECORD

MBA(Masters of Business Administration(HR) from Acharya Nagarjuna University)
BCom(Bachelor of commerce from Osmania University)

Certificates :

Diploma in Computers Application Programming,(SETWIN)

Typewriting : lower(Board of Technical Education AP.)

Computer Skills : Microsoft Office 2003(Word, Excel, Powerpoint)

Languages Known : English, Telugu, Hindi

Professional summary:

- Hardworking, adaptable to market trends and good at public relations.
- Good at interpersonal skills and communication
- IRDA Certified professional for insurance (RELIANCE)
- Introduced new distributors in the regions to improve market for the Lepakshi Nandi books
- Have good experience in maintaining Front Office Staff & Billing Department.

WORK EXPERIENCE :

ICON HOSPITAL : Manager Operations (From Apr2018 to till date)

APOLLO HOSPITALS : Sr.Executive Billing (From Aug 2016 to Mar 2018.)

SENTINI HOSPITALS : Manager Billing (From Feb 2011 to 2016 Jul).

APTPC : Asst-Manager (Marketing) (From Jan 2008 to Feb 2011).

CARE HOSPITALS : Asst-Manager Operations (OP &IP) (From Jun 2006 to Dec 2007).

MEDICITI HOSPITALS : Patient Relation Executive (From Dec 2004 to Jan 2006).

ICON HOSPITAL (KPHB) : Manager Operations From Apr 2018 to Till Date :

- The Patient get's best service from Admission, Billing, Pharmacy, Clinical, Medical records, Transport & Insurance.
- The operation team is responsible for the appointment system, crowd management. The complete productivity and the efficiency of the system lies on the operations team by improving the quality of service by reducing the turn-around time for both inpatient and out-patient. Operations team mainly works on breaking down the challenges faced by the hospital and finding out the solutions to close the gaps in health care.
- The Operation Managers are completely responsible for the complete functionality of the hospital. Hospital is quite a complicated place where you find lots of mixed emotion. So, it is important to set everything right at right place.
- A hospital consists of many clinical and non-clinical department. There has to be some standard operating procedures to be practiced by all category of staffs. The operations manager is responsible to set the SOP based on national and international quality standard. They are primarily responsible for the patient satisfaction.

SENTINI HOSPITALS & APOLLO HOSPITALS : Manager Billing (From Dec 2011 to 2018 Jul)

BILLING MANAGER

- ❖ Council the surgery packages to the Patient/Attendees and clarify their queries.
- ❖ Coordination with consultants regarding admissions and discharges.
- ❖ Go for rounds to interact with patients and advance collections.
- ❖ Explaining the daily expenses to patients.

- ❖ To look all the insurances and to get prior approvals from TPAs.
- ❖ Giving clearance for surgeries and discharges.
- ❖ Processing the claim documents to consider TPAs.
- ❖ Preparing packages and explaining to the patient attenders what would be the time of Operation what are the costs
- ❖ included what are exclusions what would be the stay in Hospital as per the requirement.
- ❖ Pursuing MOD Duties
- ❖ Taking care of OP & IP BILLING
- ❖ Tariff Preparation and execution to Hospital Management systems
- ❖ Maintaining the Trackers Credit / Insurance & Regular follow up
- ❖ Preparing duty roster for Front office staff (Reception, PRE & GRE's)
- ❖ Generating reports preparing senses on day to day bases (Admissions Discharges Investigations Deaths LAMA)
- ❖ Generating a report based on patients Cash / Credit / Corporate Analisation report
- ❖ To see that Credit /Corporate bills submitted in time
- ❖ Prepare the statement of cash collection on day today bases.
- ❖ Attending HOD s Meetings day to day bases
- ❖ Pursuing MOD Duties
- ❖ Coordinating with all the departments
- ❖ Explaining different packages to patients
- ❖ Arogyasri Arogya Bhadrata NRSA BSNL ESI.

From 2008 January to till 2011 February

Organisation : Andhra Pradesh Trade Promotion Corporation LTD
(formerly Andhra Pradesh State Trading Corporation)

Position Held : Asst -Manager :

- Instrumental in getting orders for Advertisements from various Government and Public Enterprises.
- Actively involved in maintaining Stock Register regularly and forwarding the details to the General Manager (Marketing)
- Actively involved in taking Godowns for lease during Peak Months to improve distributor channels.
- Regularly achieved the targets by bringing in the orders for the Stocks(Books) of organization before stipulated time.

Achievements :

- 1. Introduced new distributors in the regions where we did not have any distributors(Karimnagar, Nalgonda, Mehaboobnagar)**
- 2. Improved the Mehaboobnagar zone sales by 5 times by marketing**

From 2006 January to 2007 December

Organization : Care Hospitals (Nampally)

Position Held : Administrative Assistant Manager (Operations)

Role as ADMINISTRATIVE ASSISTANT MANAGER

- Preparing duty roster for Front office staff (Reception, PRE & GRE's)
- Customer care activities
- Generating reports preparing senses on day to day bases
- Attending HOD s Meetings day to day bases
- Pursuing MOD Duties
- Receiving and taking care of VIP's

- coordinating with all the departments for Smooth functioning
- Preparing OP – Case Sheets for the consultants
- Taking care of Admission Process
- Preparing Bills as per CASH / CREDIT
- Admitting the patients as per their eligibility Credit/Insurance

Role as Patient Relation Executive (Billing)
From December 2004 to January 2006

Organization : **Mediciti Health Care Services (Mediciti Hospital) Hyd**
Position Held : **Patient Relation Executive**

Front Office (PATIENT RELATION EXECUTIVE)

- Preparing Out-Patient Cards
- Preparing In-Patient Admissions
- Preparing the discharge summaries of patients
- Coordinating with all the departments for the concerned work
- Answering phone calls
- Fixing up appointments of doctors
- Explaining different packages to patients
- Out patient billing Corporate billing
- Following the Doctors rounds

PERSONAL PROFILE

Full Name : J.VENUGOPAL
Father's Name : J.HARI
Date of Birth : 31-10-1977
Marital Status : Married

Date :
Place :Hyderabad

(VENUGOPAL.J)