



# DR ARSHALAN AHMED KHAN

**Email:** drarshalankhan@gmail.com **Mobile:** +916201606507/+919930335623

Skype id- arshalan.khan

***In pursuit of challenging assignments that would facilitate the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization***

Young, energetic and result oriented medical professional with more than 10 years of experience in carrying out various health care management procedures; Persuasive communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management; Highly ethical, trustworthy and discreet;

- Handling patient queries based on predefined standard operating protocol
- Adapt at working in high-pressure environments with strict deadlines and multiple deliverables
- Sound communication skills through patient and persistent dialogue; Disciplined, versatile and big picture thinker;

## WORK EXPERIENCE

**Deputy medical superintendent – Oncoplus cancer hospital new delhi (sep2021 to till date)**

**Manager medical operations – CredihealthIndia Pvt Ltd (May 2018 to aug 2021)**

**Assistant Manager Medical Operations and Resident Dental Surgeon in Lifeline Hospital and Research Centre (Sep 2012 to May 2018)**

**Mithila Minority Dental College & Hospital/ LalitNarayan Mithila University (Sep 2011 to Sep 2012)**  
**Intern**

## Key Deliverables:

### Medical Operations

- Devising & Implementation of Strategy
- Conceptualized new services and offers, Implemented the same.
- Develop new operational & Marketing strategies and implementing the same
- Handling complete Operations management activities
- To supervise the activities of the various departmental operations viz: administrative, support and ancillary services

- To assist in the cost optimization initiatives and operational budget
- To check the feasibility of any new services added or proposed to be added to the centre.
- Follow Sop's/work instructions for sub departments and individual activities.
- To increase the top line and maintain the bottom line.
- To check annual maintenance contracts of machines renewed periodically.
- Making the Duty Rosters of the employees and maintain the decorum of the hospital.
- Give Presentations and taking training sessions, lectures etc.
- Provide scientific expertise, build knowledge and activity based relationships with Key Opinion Leaders to advance medical practice and research for the benefit of the society, thus enhancing organization image in the scientific community
- Compensation & Benefit management
- Liaising with auditors to ensure annual monitoring is carried out.
- Achieved 99% patient satisfaction rate.
- Maintained good communication between department heads, medical staff and governing boards by attending board meetings and synchronizing interdepartmental functions
- Expert in auditing of hospital Inpatient claims
- Provide ideas to technical team of potential overpayment cases
- Work with analytics team to identify and automate repetitive tasks
- Help in organizational growth with strong analytical, reasoning, organizational and management skills
- Monitor administrative staffs performance
- To ensure safe utilization of equipment and proper waste disposal system.
- To represent the Hospital for all medical-legal issues if required
- To comply with the clinical services quality Process, environmental & occupational issues & policies of the respective area.
- To consult with and advises departmental needs on problems relation to clinical operations of the hospitals.
- To interpret hospital and departmental policies, objectives and operational procedures through department heads.
- To direct, supervise and coordinate functions and activities of clinical departments.
- To coordinate the collection and review of documents to complete a compliance facility review tool to determine and communicate risks and develop mitigation strategies.

- Serve as a key support for critical compliance activities, such as regulatory inspection and inspection readiness
- Ensure compliance to applicable regulations and standards
- Provide on-site support during regulatory agency inspections.
- Coordinate compliance training as required,
- Responsibility for achieving patient, doctor satisfaction.
- Improving OPD, IPD and emergency services.
- Manpower planning of Medical staffs with respective HODs.
- To monitor the admission percentage from OPD and sponsored patients from the consultants clinics. Counsel the consultants on their track record of admission. Monitoring data of diagnostic services for each consultant periodically
- Excellent knowledge in implementation of **quality standards, preparation of manuals, SOPs, policies and procedures, engagement in internal quality audits, reporting quality indicators and organizing quality trainings.**
- In-depth knowledge of patient-care activities in hospitals, **including day-to-day operations, monitoring of services and implementation of quality standards.**
- Accurately assessing the needs of patients and creating appropriate treatment plans to best address their needs.
- Conduct **Radiology internal and external audit, Facility safety audit and compliance monitoring and conduct mock drills, streamline Biomedical Waste Management System.**
- Supervise systematic and prompt storage of medical records, compile data & report any adverse event in the Center as necessary.
- Highly capable of engaging in quality conversations with patients on topics of different types of services provided, method to enroll for services, maneuver throughout the service delivery, ensuring total patient satisfaction.
- Consultative contribution to health-promotion activities and strategies to launch new services.

## Dentistry Operations

- Assessing treatment options and agreeing treatment plans with patients; carrying out agreed clinical

treatments such as restoring teeth affected by decay and treating gum disease;

- Maintaining the database of patients' dental records; recruiting, training and managing staff;
- Supervising budgets and maintaining stocks of equipment; keeping abreast of new developments through structured continuing professional development (CPD)

### HIGHLIGHTS

- Successfully completed rotatory internship in various clinical and non- clinical departments.
- Providing treatments and counselling the patients.
- Guiding and providing assistance in various clinical and operative procedures.
- Overall maintaining the track record of patient ailment via the help of modern diagnostics aid.
- Worked in 100 bedded multispeciality hospital.
- Scrutinizing and maintaining asepsis in the hospital.
- Guiding and counselling the patient and attendants on treatment planning and outcomes.

### ACADEMIC CREDENTIALS

**BDS** from Mithila Minority Dental College & Hospital, Darbhanga in 2011

**M.B.A Hospital and healthcare management** (pursuing ) from **Dr D.Y.Patil university pune**

### CERTIFICATIONS

Certificate from American Dental Association (**ADA**) in technological resources and biological concepts in minimally invasive endodontics, and all diode laser are same.

### MEMBERSHIPS/AFFILIATIONS

- Reg No. 3826/A, Bihar Dental Council, Since 13 September 2012

### PERSONAL DETAILS

**Date of Birth:** 20<sup>th</sup> October, 1989

**Languages Known:** English, Hindi and Urdu

**Marital Status:** Married

**Address** Flat No B/42 near RajpurAuto Stand,Chattarpur new delhi ,110068

**Passport no -** available on request

**References:**  
Dr. Siddharth shandilya - [dr.siddharthshandilya9388@gmail.com](mailto:dr.siddharthshandilya9388@gmail.com)  
Dr. Akhilesh kumar - [halloakhilesh@gmail.com](mailto:halloakhilesh@gmail.com)  
Dr. Sandeep Pandey - [dr.sandeep.pandey143@gmail.com](mailto:dr.sandeep.pandey143@gmail.com)

(DR. ARSHALAN AHMED KHAN)



