

# Dr.Poonam Surendra Giri

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## **Career Objective:**

Ability to use strong communication, organizational, and problem solving skills and to liaise with various departments, institutions, and the public to raise awareness in healthcare.

## **Areas of Expertise Include:**

- Staff Training & Development
- Project Development & Management
- Decision Making & Problem Solving
- Team Coordination & Leadership
- Staff Evaluation
- Public & Community Relations
- Patient & Family Support
- Disease Prevention
- Time Management
- In-Service Training

## **Educational Qualification:**

- MBA in Healthcare administration -2016 - Institute of technology and management.
- Bachelor of Ayurvedic Medicine and Surgery – 2013-D.Y.Patil University Mumbai

## **Technical Skills:**

- Well versed with the basic use of computers & Internet

## **Professional Experience**

### **Total experience in Healthcare Industry 6Years**

#### **Presently working:**

**Designation: Assistant Manager- Medical Administration & Quality**

**Organization: Fortis Healthcare –Vashi, Navi -Mumbai**

**Duration: 03rd July 2017 to till date**

#### **Past exposures:**

**Designation: IPD Executive- Operations**

**Organization: Sevenhills Hospital-Mumbai**

**Duration: 10<sup>th</sup> August 2014 to 29<sup>th</sup> June 2017**

Sevenhills Hospital is a leading healthcare service provider in India accredited by ICI and NABH. The healthcare verticals of the hospital primarily comprise of diagnostics, in-patient care and day care specialty services and facilities.

Sevenhills Group has over three decades of experience in the healthcare sector. It is an expert in providing quality healthcare and valuable services, supported by a team of compassionate and dedicated medical professionals.

#### **Duties and responsibilities:**

- Taking care of entire In-Patient Department.
- Handling queries of patients and corporate clients.
- Patient feedback analysis.
- Day to day outstanding bills follow up.
- Handled the responsibilities of negotiating with medical and non-medical staff.
- Handling, supervising and managing a team of 12 Guest Relation Executive.
- Handled the tasks of gathering and analyzing data.
- Day to day meeting with patients and relatives.
- Making quality indicators for every month in order to monitor the present status and in order to plan the strategy ahead.
- Responsible for generating and evaluating new strategies and systems for department
- Handled the tasks of maintaining finances within limited constraints.
- Handling other administrative tasks as required.
- Settled patient complaints and provided patient advocacy.
- Worked efficiently on the hospital management information system.
- Handled multiple in-coming as well as out-going calls from various pharmacies in reference to patient prescriptions.

**Designation : Consultant**  
**Organization : Patanjali Ayurved Limited**  
**Duration : Aug 2013 to Aug 2014**

**Patanjali Ayurved** was formed by **Baba Ramdev** in **1997** with **Acharya Balkrishna**, a scholar of Ayurveda, Sanskrit and Vedas in 1990s to manufacture ayurvedic medicines. The concept for forming this Company was to link the rising destiny of millions of rural masses on the one hand and many more suffering and leading unhealthy urban lifestyle on the other.

**Duties and responsibilities:**

- To treat the patients according to Ayurvedic System of Medicine.
- To implement and supervise National Health Programmes.
- To visit sub center.
- To conduct health awareness programmes, with primary focus on yoga.

**Designation: Registered Medical officer**  
**Organization: Pawai Polyclinic & Hospital**  
**Duration: July 2011 to July 2013**

Pawai Polyclinic Hospital is a Multi-Specialty hospital in Pawai offering services in various medical fields.

**Duties and responsibilities:**

- Dealing sympathetically with sensitive circumstances.
- Keeping up to date with the latest treatments, medicines and medical developments.
- Provided care to patients on hospital wards, outpatient clinics and also doctors surgeries.
- Assisted in the operating theaters in surgical operations.
- Worked in a pressurized environment and produce the best result.
- To keep a check on patient's medical records for any further testing and diagnosis required.
- Providing special care for serious patients assigned and conducting physical examinations and evaluating treatments on a regular basis.
- Conducting diagnosis to patients who have undergone surgeries to ensure the treatment necessary is being conducted and to advice further on the patient's condition.
- Coordinating with patients regarding their conditions and explaining them how surgeries will help them improve.
- Accepting patient referrals from other physicians.
- Reviewing records and planning treatment options.
- Making quarter reports for all the respective departments.
- Ensuring all supporting personnel prepare for the surgery and are notified for the same.
- Planning specialized after surgery care.
- Meeting patients after surgery to monitor recovery

## Language proficiency:

- Hindi
- English
- Sanskrit
- Marathi
- Gujrati

## Personal dossier:

- Date of Birth : 26-03-1988
- Sex : Female
- Father's Name : Mr.Surendra Giri
- Mother's Name : Mrs. Maya Giri
- Nationality : Indian
- Marital Status : Single
- Religion : Hindu

Date: 6<sup>th</sup> August 2017

Place: Mumbai

(Dr. Poonam Giri)