
Name And Contact Details

Dr. Hitendra Sanjay Chaudhari
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Professional Summary

With over 10 years of dedicated experience in the Healthcare and Hospital industry, I am a seasoned Project Manager with a strong emphasis on Healthcare IT, boasting over 5 years of exemplary leadership in this field. My expertise extends to both US and UK healthcare systems, where I've thrived in overseeing projects from inception to fruition. I excel in detailed project planning, adeptly manage teams, engage stakeholders, mitigate risks, ensure effective communication, and handle change management seamlessly. My ability to achieve results within scope and budget, paired with a deep understanding of clinical workflows, EMR & EHR implementations, makes me a valuable asset in the healthcare IT Industry.

Key Skills

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| ✓ Project Management | ✓ Implementation Process & Management |
| ✓ Strategic Planning & Management | ✓ Customer Relationship Management (CRM) |
| ✓ Business Analysis (BA) | ✓ Medical Coding & Billing |
| ✓ Team Management | ✓ Risk Management |
| ✓ Agile & Scrum Methodologies | ✓ Requirement Gathering |
| ✓ Product Management | ✓ Software Development Life Cycle (SDLC) |

Professional Experience

Currently working with **Riomed Technologies India Pvt. Ltd.** as **Project Manager** from December 2019 to Till Date.

- Gained understanding of the UK healthcare system, including NHS structure, regulations, and compliance.
- Having extensive experience in requirement gathering for Business Analysis.
- Experienced identifying and resolving issues efficiently for organizations product.
- Effectively determined and defined project scope and objectives for organizations product.
- Good understanding market trends, competitor products, and industry best practices.
- Experienced in managing budgets and understanding financial impacts of product decisions.
- Having knowledge of regulatory guidelines (ICH-GCP, FDA,CFR)
- Experienced in managing and analysing clinical data to ensure accuracy, consistency, and compliance with regulatory standards.
- Working effectively with development, QA, marketing, and other teams.

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- Skilled in data-driven decision making and ensuring that clinical data aligns with patient safety.
 - Familiar with healthcare standards and best practices (e.g., HL7, FHIR)
 - Experienced in aligning software requirements with regulatory standards (FDA 21 CFR Part 820, IEC 62304, ISO 9001, ISO 14001, ISO 27001, ISO 13485, ISO 14971), ensuring traceability, risk management, and compliance with design controls, validation, and verification processes for MedTech software development
 - Developed excellent communication and interpersonal skills to engage with a variety of stakeholders.
 - Having ability to manage expectations and negotiate priorities.
 - Skilled in prioritizing features and requirements based on value, risk, and strategic alignment.
 - Having knowledge of healthcare IT systems (e.g., EHR, EMR, HMIS)
 - Good understanding of software development life cycle (SDLC), Agile methodologies, and tools (e.g., Jira, Devops).
 - Ability to analyse complex healthcare workflows and identify areas for improvement.
 - Developed key project goals and worked collaboratively with teams to meet those goals.
 - Experienced in defining product vision, roadmap, and backlog management.
 - Having knowledge of GDPR, data protection laws, and other UK healthcare regulations. Ensuring product compliance with UK healthcare standards and NHS policies.
 - Effectively managed contracts with third party suppliers.
 - Effectively managed Integration of Lab & Radiology diagnostics / medical devices.
 - Effectively managed Interfacing with third party applications
 - Adhered to industry best practices, leading to greater successes.
 - Worked well independently and on a team to solve problems.
 - Currently managing and leading cross-functional teams and foster a collaborative work environment which includes 30+ members team of Developer, Tester, Configuration, Networking, Integration.

Previously worked with **Surya Mother & Child Super specialty Hospital** as **Sr. Medical Administrator** from August 2018 to November 2019.

- Helped to maintain meticulous medical records and made changes when necessary.
- Helped to maintain clinical research records and made changes when necessary.
- Worked well with nurses, doctors, and medical professionals.
- Documented medical histories, concerns, and changes in patient's condition.
- Ensured hospital compliance with key ISO standards, including ISO 9001 (Quality), ISO 45001 (Health & Safety), and ISO 27001 (Information Security), driving patient safety, data security, and operational excellence.
- Provided quality coordination services to one of the busiest medical centres in the area.
- Developed and managed relationships with professional medical leaders.
- Worked to ensure quality service and addressed and resolved all patients' issues.
- Overseeing licence procedures related to Shops and establishment, FDA, PCPNDT, etc.

Previously worked with **Sahyadri Hospitals, Ltd.** as **Medical Co-ordinator / Medical Administrator** from August 2016 to November 2017.

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- Worked collaboratively with all personnel to ensure administrative tasks were handled properly.
 - Acted as a subject matter expert for other team members.
 - Directed patients to the correct facilities and advised medical centre personnel of a patient's arrival.
 - Ensured hospital compliance with key ISO standards, including ISO 9001 (Quality), ISO 45001 (Health & Safety), ISO 15189 (Lab Competence), and ISO 27001 (Information Security), driving patient safety, data security, and operational excellence.
 - Worked to protect the confidentiality and privacy of patients.
 - Worked with clinical research team including co-ordinating with various consultants & patients.
 - Brought forth excellent multitasking and prioritizing skills.
 - Remained up to date on medical Best Practices and medical advancements.
 - Overseeing licence procedures related to Shops and establishment, FDA, PCPNDT, etc.

Previously worked with **Bhimashankar Multispecialty Hospital Pvt. Ltd.** as **Hospital Administrator** from August 2015 to March 2016.

- Served as a dedicated Office Administrator in a fast-paced office.
- Oversaw finances, expenses, and billing.
- Handled and administered payroll to employees.
- Implemented policy and procedure changes to benefit employees and patients.
- Wrote instructions for various departments on how to interpret and implement new NABH guidelines.
- Carried out negotiations with vendors on procurement of various services/equipment.
- Managed the outsourcing of AMC's for maintenance of office building, infrastructure, office equipment, machinery, and other assets of the organization.
- Developed and implemented security policy, standards, guidelines, and procedures to ensure on-going maintenance of security.

Previously worked with **Malti Accident Hospital** as **Hospital Administrator** from April 2015 to August 2015.

- Overseeing administrative functions like, transport management, housekeeping, maintenance, up-keep of establishment and office management.
- Implemented replenishment and stocking of all consumables – non medical and medical in coordination with Operations Manager and Head – Medical Operations
- Ensured the premises meet the Fire and safety requirements.
- Liaise with Govt. Authorities & dealing with Govt. Organizations.
- Handled operations for establishing new systems and processes ensuring compliance to the same.

Previously worked with **Cotiviti** formerly known as **Care Management International** as **Research Analyst** from November 2014 to March 2015.

- Overall follow up of US government medical coding guidelines for Medicare & Medicaid clients.

- Supports quarterly and annual updates of ICD-9CM, CPT, HCPCS codes in collaboration with the US Research MDs.
- According to US government medical coding and ICD-9CM, CPT, HCPCS coding guidelines supports US Research MDs and/or US Client MDs and Client Policy Managers to provide oversight for the accuracy and quality of research materials originated from Medical Policy and Client Services.
- Supports the scheduled review process for global and specialty medical coding policies of Medicare in collaboration with the US Research MDs.
- Supports the scheduled review process for State Medicaid medical coding policies in collaboration with the US Client MDs and/or Client Policy Managers.
- Coordinates with US Research MDs to manage the integrity of the Payment Policy Library and ensure the Payment Policy Library is accurate and up to date.
- Ensures changes to rule sets are accurate, complete and are finished in a timely manner including documentation of notable changes.
- Responds to the research related queries pertaining to the medical policy raised by internal personnel or client including but not limited to:
 - Questions about claims edits that enforce medical policy.
 - Interpretation of how claims edits relate to policy statements.
 - Recommendations regarding modifications of edits
 - Conducts research to explore potential opportunities to expand the current medical policy set.
- Partners well with global research team members to advance the Research agenda.
- Educates US Client Service MDs and Client Policy Managers (CPMs) on new changes and policy updates by actively participating in monthly meetings.

Educational Qualification

- **MBA in Hospital & Healthcare**
SIHS - Symbiosis International University, (2012 – 2014)
- **M.B.B.S.**
Voronezh State Medical University, Russian Federation, (2002 – 2011)

Knowledge

- **Computer Proficiency:**
MS Office, Microsoft Azure DevOps, Jira for agile, All basic computer and internet skills.
- **Languages Proficiency:**
Marathi, Hindi, English, Russian.

Certifications

Holds certifications such as

- Presentation Skills Level 1 (VTQ)
- Conflict Management Level 2 (VTQ)
- Risk Management Awareness

Summer Internship Project

Organization: Opine Group Pvt. Ltd., Pune.
Title: Business Intelligence Acceptance by Hospital
Industry: Information Technology
Duration: 2 Months

Achievements & Recognition

- Certification for active leadership in public life at МИМОС in Voronezh State Medical Academy, Russian Federation.

Seminars & Workshops Attended

- Moscow MedShow in year 2008 and 2009.
- International Nursing Informatics Congress 2009
- The 18th International Exhibition for Health Care 2008 (**Zdravookhraneniye 2008**)
- The 19th International Exhibition for Health Care 2009 (**Zdravookhraneniye 2009**)
- As a committee member in the 15th National Seminar 2013 at SIU, Pune

Extra-Curricular Activities

- Swimming, Badminton, Chess, Cricket.

Personal Details

Date of Birth: 12th December 1984.

Gender: Male

Marital Status: Married

Permanent Address: 6, Ganesh Colony Chowk, Opp. Gita Shankar market, Jalgaon, 425001

Current Address: Flat No. A-406, SAI VISION, Kate Vasti, Kunj Colony, Pimple Saudagar, Pimpri-Chinchwad, Maharashtra 411027.

Date: 03-01-2025

Place: Pune.

Dr. Hitendra Sanjay Chaudhari