

ARVIND NAIR

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Location: India

SUMMARY

Healthcare Operations Executive with 3+ years of experience supporting hospital processes, managing patient communication, coordinating department activities, ensuring compliance, and assisting medical staff. Strong ability in documentation, patient flow management, electronic medical record updating, and handling insurance verification. Known for reliability, professionalism, and strong attention to detail.

EXPERIENCE**Healthcare Operations Executive – Fortitude Care Hospital (2021 – Present)**

- Coordinated patient admissions, discharges, insurance updates, and billing documentation.
- Managed OPD flow, patient appointment schedules, and follow-up arrangements.
- Maintained EMR system accuracy by updating patient history and treatment details.
- Assisted doctors in outpatient department workflow and minor clinical procedures.
- Ensured compliance with NABH hospital standards, audits, and documentation protocols.
- Coordinated with nursing, pharmacy, diagnostics, and administration teams for smooth operations.

ACHIEVEMENTS

- Successfully reduced patient waiting time by 20% through improved scheduling.
- Recognized as “Best Operations Coordinator – 2023”.

EDUCATION

B.Sc – Healthcare Administration (2021)

SKILLS

Hospital Operations, EMR Systems, Patient Handling, Insurance Coordination, Documentation, Audit Support, MS Excel, Communication, Problem-Solving

DECLARATION

I hereby declare that the above-mentioned information is correct.