

Madelane Sadia

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EXPERIENCE:

Kings Harbor Multicare Center

Bronx, NY

Hospital Liaison

Nov 2021- present

- Complete pre-authorizations to ensure safe patient admissions for 720 bed inpatient facility
- Provide client support to patients, families, healthcare providers, and administrative staff by facilitating any inquiries to the appropriate department(s) and ensuring safe patient admission into the facility
- Establish and maintain partnerships with Manhattan hospitals, increasing daily referrals by 10%

Citadel Care Centers

Bronx, NY

Hospital/Marketing Liaison

April 2021 - Nov 2021

- Served as the liaison between patient, hospital, and facility resulting in 2 admitted patients per day on average
- Increased patient referrals from Bronx and Manhattan hospitals by 20%
- Facilitated safe patient admissions for 200 bed facility, increased facilities inpatient census by 25%, and identify payer mixes to optimize growth; Coordinated CEU events for all healthcare providers

Amber Court Assisted Living

Pelham Gardens, NY

Director of Community Relations

July 2020 - April 2021

- Managed marketing efforts by creating local newspaper ads and online newsletters for community geriatric agencies, senior centers, homeless shelters, elder care attorneys, and other potential referral leads
- Utilized Zoho CRM system and maintained microsoft excel sheet to enter data and track all potential leads, professional contacts, potential residents, and admitted residents
- Managed admissions department by conducting pre-admissions assessments and delegating tasks to admissions assistant daily

Westbury, NY

Healthcare Coordinator

Feb 2019 - July 2020

- Supervised employee onboarding process by conducting interviews with all HHA staff and generating weekly schedules
- Educated staff about Amber Court Compliance policies and procedures; Audited and maintained employee files such as I-9's, Criminal History Record Check, to ensure proper ID documentation
- Created reports for quarterly QI meetings and scheduled monthly inservices for all administrative staff with monthly supervisions and annual employee evaluations

EDUCATION:

SUNY, Stony Brook University

Stony Brook, NY

Bachelor's of Science in Health Science, Healthcare Management

May 2020

SKILLS:

Client Relations and Services; CRM skills; Human Resource Management; Communication; Proficient in Microsoft Office; Google Workspace;