

Dr. Jasmine Rajpal
PATIENT CARE EXECUTIVE



Working as Patient Care Executive in School of Dental Sciences and Worked as an Executive for 19 months in the Eye Hospital, Amritsar. Involved in operations as well as quality related tasks.

AAPC- CPC Certified

Looking for an opportunity to increase and implementing my skills.

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- rajpai- 92145918b

PROFESSIONAL EXPERIENCE

July 2022- Present:

Patient Care Executive

School of Dental Sciences, Sharda University, Greater Noida

- Assisted patients with treatment concerns.
- Guided patients to appropriate dental departments and responded to calls.
- Handling all the queries of the patients.
- Explaining all the procedures to the patient in detail.
- Design Treatments offered Display Board department wise and combined.
- Implement color coded navigation pathway to locate the departments in order to make it more patient friendly.

March 2020- October 2021:

Operations/ Quality Executive

Dr Om Parkash Eye Institute, Amritsar

- Reviewing daily reports from Lasik department, CRM, IT, maintenance, medical purchase and non-medical purchase department.
- Presenting reports to directors and seeking feedback on improving the process.
- Understand and prepare process flow and Turnaround Time of OPDs.
- Floor management- supervises staff, ensuring patient and staff satisfaction, duty rosterization.
- Staff training while implementing EMR in cataract department.
- Completed dissertation project- Improving the Rate of Rescheduled Surgeries in the Eye Hospital.
- Presented reports after completing surprise audits of contact lens and medical purchase department.
- Prepare counselling materials and departmental manuals as per NABH guidelines assigned by seniors.

Internship:

- Internship in Medanta- the Medicity, Gurugram in Quality department from April 01, 2019- May 31, 2019.
- Rotatory internship in various dental departments in Rayat Bahra Dental College & Hospital under Baba Farid University from July 01, 2016- July 07, 2017.

RESEARCH PROJECTS & INITIATIVES:

- Project Report on Compliance of Handovers between Healthcare Providers, Level of Care and Departments and Services at Medanta- the Medicity, Gurugram.
- Other projects at Medanta- the Medicity are: Fire safety and awareness, Hand hygiene, Time motion of doctors and clinical pharmacists, Patient turnaround in the department of endocrinology.
- Improving the Rate of Rescheduled Surgeries in the Hospital at Dr Om Parkash Eye Institute, Amritsar.

AREA OF EXPERIENCE

- Patient Management
- Clinical and Non- Clinical Process Flow
- Floor Management
- Internal Audits- Purchase, Facility Rounds, Medical Audits
- Staff Training
- Patient Counselling
- EMR/HER Implementation
- Turnaround Time

SKILL SET

- Leadership
- Hospital Management
- Team Management
- MS Word/Excel/Powerpoint
- Presentation
- Reporting
- Hard working
- Motivated

CERTIFICATIONS

- AAPC- CPC

PERSONAL INTEREST / HOBBIES

Enjoy being creative, dancing, and doing new things.

EDUCATION:

International Institute of Health Management Research, Delhi-
Post Graduate Diploma in Health & Hospital Management Aggregate 76%

Rayat Bahra Dental College & Hospital, Mohali- *Bachelor of Dental Surgery Aggregate 63%*