

JANICA LIZA J. MAPUTOL

Contact: +971 555201371
Email Address: acinaj_1986@yahoo.com
Nationality: Filipino / Philippines



To pursue a career in a high profile company that will provide me the skills and expertise where I can attain a high level of performance by using my knowledge and capabilities that would also nurture my personal and professional goals and in return for continuing progress of excellence to the company that I will be working for.

WORK SUMMARY

Position	Company	Year
Customer Service Representative (Medical Receptionist)	Saudi German Hospital Group UAE	June 20, 2019 – Dec. 07, 2020
Patient Relation Executive	Icare-Multi Specialty Clinics, Emirates Hospital Group	Jan. 01, 2014 – May 09, 2019
Nurse Assistant	Davao Regional Hospital, Philippines	March 1, 2006 – Aug. 30, 2013
Medical Staff Cum Receptionist	Holy Infant Medical Clinic, Philippines	April 12, 2005 – June 30, 2005

TECHNICAL SKILLS and CAPABILITIES

- ❖ Adaptability with different environment easily, organized and responsible
- ❖ Dedicated to work, independent, honest and willing to learn new ideas
- ❖ Multi-tasking, flexibility, telephone etiquette, customer service, time management, organization, attention to detail, scheduling and quality focus.
- ❖ Proficient in taking Insurance approvals (E-claims, E-mail, Fax, Verbal)
- ❖ Basic operation of Microsoft Office Word and Excel.
- ❖ Knowledgeable of basic medical terminology, common clinical procedures

ACADEME

Associate in Health Science Education leading to Bachelor of Science in Nursing

North Davao College Tagum Foundation, Inc. Philippines (SY 2003-2005)

PROFESSIONAL EXPERIENCES

Saudi German Hospital Group UAE

Position: **Customer Service Representative (Medical Receptionist – Dubai Hospital Branch)**

July 04, 2020 – Dec. 07, 2020

- **Handling Reception, Registration, Billing and Insurance approvals (thru E-claims, Emails, Verbal)**
- Checked-in patients according to the appointment booked and do the billing accordingly for Consultation under cash payment or insurance; Billing of procedures on all OPD Clinics/Department (except Laboratory and Radiology).
- Following up approvals especially for Dental and Corporate patients with GOP insurance (Guarantee of Payment)
- Assigned for Registration and Billing for **Covid-19** test (on rotation basis)
- Assigned in Call Center for **Covid-19 inquiries** and email Medical Records Department for Laboratory report requested by the patient (on rotation basis)
- RCM (**Revenue Cyle Management**) weekly reporting to OPD-CSR Supervisor regarding Insurance related admin errors for the submission of claims
- Monthly reporting of OPD Customer Service Staff Performance and submit to OPD-CSR Supervisor

Position: **Customer Service Representative (Medical Receptionist – Jumeirah Clinic Branch)**

June 20, 2020 – July 03, 2020

- **Handling Reception, Registration, Billing and Insurance approvals (thru E-claims, Emails, Fax, Verbal)**
- Schedules patients flow to clinic based on predetermined appointment arrangements to allow the clinic to serve an adequate number of patients as established by grant requirements.
- Monthly Insurance report for submission of claims and submit to Hospital insurance Department.
- Handling Inter store transfer of Consumables and Pharmacy items from Hospital to Clinic (monthly inventory) and reporting to Clinic Manager.
- Bookkeeping, calling patients to remind them of **appointments especially for Dental and Aesthetic procedure**, answering and routing calls, making transactions, and keeping paperwork organized.

Icare-Multi Specialty Clinics (Emirates Hospital Group)

Position: **Patient Relation Executive**

Jan 01, 2014 – May 09, 2019

- Schedules patients flow to clinic based on predetermined appointment arrangements to allow the clinic to serve an adequate number of patients as established by grant requirements.
- **Handling Reception, Registration, Billing and cash up process.**
- **Effectively handling Insurance approvals (thru E-claims, Emails, Fax, Verbal)**
- Greeting and scheduling patients and visitors.
- Bookkeeping, calling patients to remind them of appointments, answering and routing calls, making transactions, and keeping paperwork organized.

Davao Regional Hospital, Philippines

Position: **Nurse Assistant - Emergency Room**

May 1, 2010 – Aug. 30, 2013

- Triageing
- Attends/listens attentively to nurse's endorsement.
- Transport and usher newly admitted patients to their respective rooms and place comfortably.
- Prepares patients and watchers for and assist physician with diagnostic and therapeutic procedures in Pediatric, OB, Medicine, Surgery cubicles and CIU(Critical Intervention Unit).

Position: **Nurse Assistant - Pediatric ICU**

March 1, 2006 – April 30, 2010

- Attends/ listens attentively to nurse's endorsement.
- Takes and record vital signs of the patient every hour or according to Doctor's order
- Assists the Head nurse in maintaining adequate supplies, instruments and drugs in the unit.
- Prepares patients and watchers for and assist physician with diagnostic and therapeutic procedures.

Holy Infant Medical Clinic, Philippines

Position: **Medical Staff cum Receptionist**

April 12, 2005 – June 30, 2005

- Receive and make calls as required. Divert calls and take messages as appropriate recording information.
- Ensure medical records are kept accurately in alphabetical Order, in easily retrievable fashion and kept tidy
- Prepares patients/watchers for and assist physician with Diagnostic/therapeutic procedure.
- Ensure that all patient interactions are dealt with confidentiality and any confidential paperwork is dealt with accordance.

PERSONAL INFORMATION

Born on 10th of September 1986 in Tagum City, Philippines. 34 years old. Single. Christian.

Nationality : Filipino
Visa Status : On Cancelled Visa

TRAININGS and CERTIFICATES

Insurance Training

Saudi German Hospital – Dubai
September 22, 2020

Basic Life Support

Davao Regional Hospital Philippines
February 17 - 18, 2011

Insurance Updates/ Protocol Training

Saudi German Clinics - Jumeirah
June 23, 2020

Nursing Attendant Training Program

Davao Regional Hospital Philippines
Nov. 2, 2005 – Jan. 23, 2006

Customer Care Training

Landmark Hospitality, Dubai, UAE
May 25, 2017

Socio-Eco Survey, Solid Waste and Management and Other Environmental Concerns

NDC- Tagum Foundation, Inc
January 18, 2004

Medical Encoding Training (AAPC Chapter)

Ensign, Dubai, UAE
July 1, 2016 (completed 80hrs)
AAPC Exam Score: AAPC 63%

CHARACTER REFERENCE

Name	Company	Contact
Syed Moazzam Ali	Emirates Hospital Group/ Saudi German Hospital Group	056-3350565
Kristia Karole Fontanilla	Diagram General Trading LLC	054-4580880
Melyn Juanillo Baloyo	Davao Regional Hospital, Philippines	+63-9177034950

*CREDENTIALS and CERTIFICATES ARE READY and AVAILABLE UPON REQUEST.