

Preeti Pillai

Senior Consultant

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EDUCATION

MBA, Hospital and Healthcare Management, Symbiosis Institute of Health Sciences — *Pune, India*

JUNE 2013 - APRIL 2015

B.Tech, Biomedical Engineering, Dr. D Y Patil Institute of Biomedical and Biotechnology — *Mumbai, India*

MAY 2008 - AUGUST 2012

EXPERIENCE

Primera Medical Technologies, Hyderabad, India — Senior Analyst

MARCH 2020 - PRESENT

Epic Go-Live Analyst

- Trained the patient access team in referral workflows, order scheduling and reports to optimize application during the implementation
- Served as a market master for central US locations; facilitated collaborative sessions to optimize speciality systems, minimize break-fixes, proactive issue identification and escalation handling
- Scoped the build and workflow requirements as a Cadence analyst on community connect projects
- Trained super users, managers and end users in Epic application, demonstrating strong platform skills and troubleshooting ability

Prelude/ADT/Cadence Analyst

- Led Labor and Delivery Workflows and Covid-19 registration workflows for 20+ hospitals
- Collaborated with multiple third-party vendors on implementing and testing Epic reports
- Supported end users on a one-on-one basis with Epic navigation such as patient scheduling, provider templates etc.
- Created provider records and proactive measures to eliminate the redundant workflows thereby reducing maintenance activity & increasing efficiency for end-users.

TECHNICAL PROFICIENCIES

Epic EMR

Visio

ServiceNow

Remedy ticketing tool

EPIC EMR - MODULES

Certified- Epic Patient Scheduling [Cadence]

Proficient- Epic Patient Registration [ADT]

Experienced- Epic Reporting

LANGUAGES

English, Hindi, Malayalam, Marathi

Deloitte Consulting, Bangalore, India — Consultant

JUNE 2015 - MARCH 2020

- Collaborated with instructional designers to build a crosswalk for end users using various electronic health records for smooth transitioning to Epic
- Designed flowcharts and collateral to provide end users with a comprehensive understanding of the system function and build
- Developed, supported and maintained system design and build documentation to enable an effective resource library
- Performed integrated testing across all phases of the testing lifecycle to enable a smooth go-live process
- Contributed to the update and development of testing scripts and materials
- Resolved help desk tickets for ADT/Prelude, Cadence, Radiant and provider records

PROJECTS

- Nebraska Implementation project- Led the project team for a US-based project where 3 hospitals and 60+ clinics successfully implemented Epic
- Patient Estimation- Configured Real time eligibility of coverages for Epic Patient estimate project implementation
- Registration forms- Implemented patient consent documents and other registration forms for 30+ hospitals across Central and Pacific US locations
- Epic Upgrade- Reviewed notes and led command center