

ABOUT ME

Diligent health care team member with skills and training to safely support patients and assist clinical team member. Always ready to help with hygiene, mobility, and cleaning needs. Works fast to stay ahead of continuous patient workload.

LANGUAGES

ENGLISH

AFRICAN

PERSONAL DETAILS

Date of birth
17TH MAY

Nationality
NIGERIAN

Visa status
RESIDENCE

CHRISTY MOTUNRAYO AYENI

PATIENT RELATION EXECUTIVE

INTERNATIONAL CITY , DUBAI

+971-56-609-4027

ayenimotunrayo2019@gmail.com

WORK EXPERIENCE

HEALTH HUB - AL FUTTAIM

Festival City
Dec 2021 - Present

PATIENT RELATION EXECUTIVE

- Responsible for the accurate flow of medical information and patient data between physicians, patients and third party payers with use of accurate codes to define diagnostics, treatments and procedures and to enter this information into the facility's database using medical coding protocol to produce a statement or claim.
- Review patient medical records.
- Communicate with medical billing specialists to ensure treatment codes are accurately recieved.
- Provides a high level of customer service to the patients.
- Interact with patient with professional and personal manner.
- Registration of new patient with the use of H.I.S : Hospital Information System in the shortest turn around period.
- Respond to questions according to regulatory protocols.
- Guides flow of clinic traffic and directs patients to open station.
- Responds to urgent patients needs in a timely and professional manner.
- Participate in employee job safety analysis to eliminate hazards and prevent accidents.
- Receives and reconcile cash or credit card for payment and issues receipts as required.
- Handle cash box as needed. Accurately makes change when needed.
- Responsible for cash box during clinic and transfers money to accounts department at the end of shift for deposit.
- If a refund is necessary, ensures all appropriate documents and signatures are obtained, and refunds are entered into the system.
- Maintain general knowledge of cash handling and controls and complies to cash handling policies and procedures.
- Calculate total amounts received and reconciles with supervisor at end of shift.

EDUCATION

STRONG POINT
EDUCATIONAL
INSTITUTE
DUBAI
2022

CERTIFIED NURSING ASSISTANT

Certified nursing assistant
Health care assistant

EKITI STATE
UNIVERSITY
ADO EKITI
2018

Bachelor

Bachelor of Agricultural Economics and Extension Services.

SKILLS

CUSTOMER SERVICE SKILLS TO INCLUDE :
PATIENCE ,PROBLEM SOLVING , DIPLOMACY.

MULTI-TASKING

GOOD DECISION MAKING SKILLS

EXCEPTIONAL WRITTEN AND ORAL
COMMUNICATION SKILLS.

CASH HANDLING

ABILITY TO LEARN FAST

COMPETENT COMPUTER SKILLS.

GOOD INTERPERSONAL RELATIONSHIP AND
MANAGEMENT SKILL.

COURSES

STRONG POINT
Oct 2021 - Feb 2022

CERTIFIED NURSING ASSISTANT

STRONG POINT
EDUCATIONAL
INSTITUTE
Feb 2022 - Feb 2022

BASIC LIFE SUPPORT

HOBBIES

READING, LISTENING TO MUSIC, HIKING