Richa Sharma

Phone : 7838226853

Email: [richasharma2212@yahoo.in](mailto:richasharma2212@yahoo.in)

**Career Objective**

To associate myself with an organization that can give me an opportunity to work in an innovative , competitive and challenging environment, which allows me to grow by applying my skills and experience and also give me a scope to enhance my capabilities and intellect.

**Experience Summary**

* Around 7 years of total working experience.
* Presently Working in BLK Super Speciality hospital as Assistant Manager in Medical Administration
* Worked with Saket City Hospital as an Executive IP Services.( 2.9 years)
* Clinical experience-Worked with Foursteps (Research Training and Rehab Centre for Children with Special needs) as Occupational Therapist for 3.6 years.)
* Comprehensive understanding of Operations in Hospital Industry.
* A self- motivated individual with very strong and analytical skills and a focused approach.

**Professional Contour**

**Hospital**  : **BLK Super Speciality Hospital**

Duration : Nov 2015 to Till Date

Current Designation Assistant Manager (Medical Administration)

BLK Super Speciality hospital is a multi Super Speciailty facility offering integrated health care services. The hospital was the youngest to achieve the prestigious NABH and NABL accreditations.

**Job Responsibilities:**

* Handling the floors and monitoring activities of different departments to maintain smooth functioning of the departments
* Responding the customer queries, patient care and assured that the complaints are handled in accordance with organization`s compliance.
* Auditing and Managing the patient file as per NABH standards in coordination with Quality team.
* Analyzing the patient feedback and implementing it to improve the services and patient care.
* Auditing the discharge process and keeping the track and providing the reports of the discharge data for the quality audit.

**Hospital**  : **Saket City Hospita**l

Duration : February 2013 to Nov 2015

Current Designation : Executive IP Services

**Saket City Hospital** is one of the best growing Health Care Institute with NABH approved in Delhi and NCR Region providing International class patient care through Medical and Service Excellence.

1. **“ Patient Care Executive”: April 2014 to Nov 2015**

**Job Responsibilities:**

* Doing MOD Nights and accountable for monitoring and coordinating the activities of the subordinates to maintain smooth functioning of the department.
* Handling and Assigning the tasks to be carried out to the respective IPD staff.
* Successfully administer the approval letter by coordinating with PSUs (Public Sector Unit) and Corporate.
* Manage the necessary documentation and forms for the efficacious delivery of service.
* Streamline the operational activities of the staff with the departmental goal.
* Accountable for monitoring and coordinating the activities of the team to maintain the smooth functioning of the department.
* Pull off the VIP Movements deftly in the organization.
* Responding the customer queries, patient care and assured that the complaints are handled in accordance with organization`s compliance.

1. **“ Patient Care Coordinator” : Feb 2013 to March 2014**

**Job Responsibilities**:

* Handling Corporate, PSU, and Cash patient & ensuring their smooth billing process.
* To deliver high personal standards for work assigned.
* To provide financial estimate to the patient.
* To provide courteous service to patient and respond promptly and tactfully to his/her request or inquiries.
* To co-ordinate with other departments like Doctor, Nursing, IT and other supportive people for smooth billing.
* Ensure accurate and timely feedback from patient.
* To have good coordination with respective depart of International Patient along with their documentation.
* To cut short the waiting time for admissions during high occupancy in the hospital very efficiently.
* Build and maintain relationships with internal and external customers.

**Organization**  : **Foursteps (Research Training and Rehab Centre for Children with Special**

**Needs)**

Duration : November 2009 to February 2013

Designation : **Occupational Therapist**

**Roles & Responsibilities**

* Undertaking child assessments on different parameters (physical, communication, interaction and cognitive skills)
* Planning and providing appropriate treatment/graded activities
* Developing the Rehabilitation program.
* Advising on special equipment to assist to daily activities and arranging support for family members, carers and clients
* Advising on home and workplace environmental alterations.
* To create an individual treatment plan and reassess the child lacking parameters.
* Liaising with doctors, family members/carers and other professionals and keeping them updated
* Planning further treatment and reviewing progress
* Assessing treatment success at meetings

**Internship**

Have successfully completed 6 months internship from Dr. Ram Manohar Lohia Hospital in following:

* OPD of PMR Department
* OPD of Psychiatric Department
* IPD of Neurosurgery Ward
* IPD of Trauma Centre
* IPD of Pediatrics and Ortho Ward

**Clinical Experience**

Clinical Posting during 2nd 3rd and 4th year

**Hospitals:**

* Baba Sahib Ambedkar Hospital
* IBHAS
* Acharya Shri Bhikshu Hospital
* Bhagwan Mahavir Hospital

**Special School:**

* Kulachi Hansraj Special School
* Four Steps Special School
* Prabhat Special School

**Advance Study**

* Diploma in Learning Disability & Sensory Integration Techniques.
* Diploma in Medical Tourism Medvarsity, Apollo Hospital.

**Project Work**

* Study of Patient Satisfaction level regarding Nursing Services( PGDM Hospital Admin)
* Assessment of hand function in spastic CP( Occupational Therapy)

**Attended Workshop and Conferences**

* AIOTA , 45th Annual Conference
* Active Rehabilitation Skills Training Program held at ISIC.
* Seminar on Ergonomics- Emerging Trends in Rehabilitation Sciences and Industry Interface.
* CMC on Radio Diagnosis and Neuro Rehab at MAMC.
* Workshop in Learning Disorder- An OT Management.
* CMC on Biomechanics of weight Bearing Management

**Academic Credentials**

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| --- | --- | --- | --- |
| Degree/ Certificate | Specializations | School / College / Board / University | Year of Passing |
| PG Diploma in Hospital Administration | Hospital Administration | Medvarsity Online Ltd., Apollo Hospital | 2012 |
| Bachelor of Occupation Therapy (BOT) | BOT | GGSIP University | 2009 |
| Std 12th | Science | CBSE | 2003 |
| Std 10th | ------- | CBSE | 2001 |

**Professional strength**

* Possess excellent communication skills and observation skills.
* Ability to comply with professional standards and practices.
* Self directed and ability to work in interdisciplinary environments.
* Ability to plan, set, recognizes and accomplishes goals and objective in a fast paced environment.
* Possess knowledge of basic operating system Ms-Office, word, excel.
* Good leadership and decision making quality.

**Personal Details**

* Husband Name : Mr. Sushant Sharma
* Date of Birth : 22nd December
* Gender : Female
* Marital Status : Married
* Language Known: Hindi, English
* Nationality : Indian