

JANE MERWIN ASUTRIA DE PANO

SUMMARY

Comfortable in fast-paced emergency situations and adept in crisis management. Successful in managing time, prioritizing tasks, and exercising the sound judgment required to improve the quality of patient care. Known for the ability to quickly and effectively discern needs, solve problems, and strengthen relationships with a high volume of diverse patients and family members while maintaining a composed, diplomatic, and helpful manner. Utterly dependable and constantly seeking opportunities to assume ownership.

EXPERIENCE

LOA Verifier, 04/2019 – CURRENT

Proser Health Services, Inc. (The Medical City Clinic) – Pasig, Metro Manila

- Facilities approval of HMO Company accounts for diagnostic and special procedures.
- Attends to inquiries of clinic/doctors.
- Assist clinic staff in the operation of the clinic.
- Monitors clinic forms replenishment.
- Receives and acknowledge patients.
- Scheduling patients for diagnostic procedures, explaining clinic policy to patients, processing incoming and outgoing mail, receiving calls from labs and x-ray, completing insurance and other health maintenance organization forms, and coding of diagnoses and procedures.
- Receive and direct phone calls, schedule appointments, decking of patients to their respective doctor, and ensure all forms and consents are completed by patients.
- Verifies patient information by interviewing patients, recording medical history, and confirming the purpose of the visit.
- Secures patient information and maintains patient confidence by completing and safeguarding medical records; completing diagnostic coding and procedure coding; and keeping patient information confidential.
- Maintains a safe, secure, and healthy work environment by establishing and following standards and procedures and complying with legal regulations.
- Identified issues, analyzed information and provided solutions to problems.
- Managed complaints with calm, clear communication and problem-solving.
- Diffused challenging situations using conflict management techniques.
- Trained and mentored employees to maximize team performance.
- Actively listened to customers to fully understand requests and address concerns.

SEMINARS & TRAININGS

- Proser Protects Privacy 2021: Data Privacy and Encryption Orientation
- Basic Training Course For Pollution Control Officer
November 8-12, 2021

CHARACTER REFERENCES

Maria Monina De Veyra, MD, Pedia
The Medical City - Pediatrician
+63 917 510 2590

Mhelville Maghinang-Tan
The Medical City – Clinic Manager
+63 935 625 0966

Ma. Kris Valerie Dela Cruz
The Medical City – Clinic Manager
+63 997 3404 489

John Raymond Dimaala
The Medical City – Staff Nurse
+63 997 4470 677



CONTACT

Address Valenzuela City, PH 1448

Phone: +63 935 018 5899

Email: janemerwind@gmail.com

Birthday: September 05, 1995

Civil Status Single

SKILLS

- Obtains vital signs and history
- Observe and monitor several conditions
- Assistive and communicate effectively with client, patients, doctors, and staff members
- Maintain optimal hygiene standards
- Ability to Work Under Pressure
- Conflict Resolution
- Time Management
- Conscientiousness
- Ensures data privacy

EDUCATION

Bachelor of Science in Pharmacy,
Oct 2017

Our Lady of Fatima University –
Quezon City

FAMILIARITY OF THE FIELD

- Accomplished 200-hour
Community Pharmacy
Internship
Mercury Drug Corporation
Manuela Edsa, Mandaluyong
- Accomplished 200-hour
Hospital Pharmacy Internship
East Avenue Medical Center
East Avenue, Quezon City
- Accomplished 200-hour
Manufacturing Pharmacy
Internship
**Compact Pharmaceutical
Corporation**
#36 Tangke St., Malinta,
Valenzuela City
- Accomplished 360-hour
Manufacturing Pharmacy
Internship
**Lewisohn Pharmaceutical
Corporation**
#88 Teresa bldg. 15th Avenue
Murphy Cubao, Quezon City

I HEREBY CERTIFY that the above information is true and accurate to the best of my knowledge, belief, and ability.


Jane Merwin A. de Pano
Applicant's Signature over printed name