

## HEALTHCARE SUPPORT

PATIENT COORDINATOR | ADMINISTRATIVE SUPPORT | ACCOUNTS SUPPORT | CUSTOMER SERVICE

## SUMMARY OF QUALIFICATIONS

- Graduate of Bachelor of Science in Nursing – Registered Nurse
- 7 years of Experienced in Healthcare Front line (Medical Laboratory)
- Trained on basic hospital procedures and medical laboratory setting., Saint Anthony Mother & Child Hospital, Philippines and Dar Al Hikmah Medical Laboratory, UAE
- Skilled in blood collection, IVT, vital signs taking, BLS certified
- Health preventive measures and patient assessment skills
- Create and complete insurance approval and submissions
- Customer Service In charge (Reception and Logistics)
- Communicate to patient for concerns and feedbacks on their laboratory works
- Coordinates with other department for the working issuance of the plans
- Computer skills include proficiency in Microsoft Word, Excel, PowerPoint, Adobe pdf

## EDUCATION

### BACHELOR OF SCIENCE IN NURSING

Saint Paul College, Cebu, Philippines  
SY 2007

## WORK EXPERIENCE

### PATIENT COORDINATOR/FRONT LINE

DAR AL HIKMAH MEDICAL LABORATORY | Sharjah, United Arab Emirates

November 2016 – Present

- Welcomes patient by greeting them, in person or on the telephone, answering or referring inquiries.
- Complying with procedures, rules, and regulations to keep a clean reception area safe.
- Registering patients and making sure all patient information is updated: UAE ID, Insurances, & etc.
- Confirming patient details through interviews and recording medical history.
- Actively listening to patients' needs, desires and suggestions regarding their care and tests.
- Scheduling or appointing them according to which laboratory procedure/test they need.
- Consent forms are too signed according to the laboratory procedure/test.
- Accept and submit for approval for patients with insurance that is covered by our tariff.
- Assist patients to complete all necessary forms and documentation. Transport patient on wheelchair if necessary.
- Collect the specimens from patient (example: urine, stool, etc.)
- Administer first aid in emergency situations.
- Assisting the medical technician in taking blood.
- Collection of payment every after each patient.
- Committing a constant focus on enhancing service quality and performance.
- Ensuring confidentiality is upheld consistently.
- 2022 – Awardee for 6 years of Service
- Responsible for training newly hired front line staff and monitor their performance.
- Responsible for sending official emails, request from patients, and monthly clinic offers.

**TRAINEE FOR HEALTHCARE PROVIDER (VOLUNTEER NURSE)**  
SAINT ANTHONY MOTHER & CHILD HOSPITAL | Cebu, Philippines

August 2007– February 2008

- Monitoring and documenting the patient’s vital signs, including body temperature, pulse rate, respiratory rate, blood pressure, oxygen saturation, and blood sugar levels.
- Follows KARDEX for patient care needs, including communication, meal assistance, transferring, ambulation, toileting, hygiene and grooming.
- Assisting the patient in performing their activities of daily living and guiding to all the activities as outlined in the individualized service plan. Executes individualized care plans, addressing instructions such as diet restrictions, safe transferring, pressure ulcer prevention, restraint use, fall prevention, and assisted communication.
- Reports patient condition changes to the Registered Nurse promptly and objectively including skin integrity, mental status, sleep patterns, nutritional factors, weight, bowel functions, and behaviors.
- Educating the patient to improve their self-management and helps them to maintain physical and mental wellness.
- Providing companionship, emotional support, and actively listening to the patient.
- Transferring and repositioning the patient to stimulate circulation.
- Ensuring the reporting and documentation of any changes in the service user's physical and emotional well-being is of utmost importance.
- Committing a constant focus on enhancing service quality and performance.
- Assisting skillfully an in-home nursery facility, offering comprehensive care for infants, toddlers, preschoolers, and school-aged children.
- Ensuring confidentiality is upheld consistently

**RELATED LEARNING EXPERIENCE (COLLEGE OF NURSING OJT)**

Cebu, Philippines

July 2005 – February 2006

- 2154 hours total duty hours.
- Provide direct care to the patient in collaboration with the Clinical Instructor according to the wishes of the patient. Assisting the patient in performing their activities of daily living and guiding to all the activities as outlined in the individualized service plan.
- Monitoring and documenting the patient’s vital signs, including body temperature, pulse rate, respiratory rate, blood pressure, oxygen saturation, and blood sugar levels.
- Transferring and repositioning the patient to stimulate circulation.
- Committing a constant focus on enhancing service quality and performance. Ensuring confidentiality is upheld consistently

**CERTIFICATES**

- **Registered Nurse | Philippine Regulation Commission**  
License No: 0975190 (April 2023)
- IV Therapy Workshop | Infinity Management Training Solutions LLC in cooperation with Athena La Formacion Management and Consultancy (April 2023)
- Department of Health Academy Philippines - COVID Kaya Information System Users Training (February 12, 2024)
- **Health Awareness Campaign – Dubai Pharmacy College** (February 21-22, 2018)
- **Training Center – SAINT ANTHONY MOTHER & CHILD HOSPITAL, Cebu, Philippines**
  1. Nursing Care: Spiritually Inspired & Interventional Cardiology: The heart of the mother (February 2008)
  2. Updates on Lactation Management (December 2007)
  3. Medical Updates & Nursing Updates on Professionalism in the Workplace (August 2007)