

**ARLEENE GARCIA**

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**SUMMARY**

Dedicated and responsible Operating Room unit clerk with 20 years plus experience supporting all areas of nursing unit. Performed data entry tasks and processed medical billing and coding transaction that required in depth knowledge of medical codes by using MEDINOUS hospital system. Collaborative team member who works well with challenging deadlines.

**WORK EXPERIENCE:**

**February 14, 2017 – up to present Unit Clerk Operating Room      Bahrain Specialist  
Hospital (JCI Accredited)      Juffair, Kingdom of Bahrain**

Details of position: Responsible for:

- Updating and organizing of information on the nursing units
- Coordinating work within the unit as well as with the other units and departments, reporting pertinent information to the immediate supervisor responding to inquiries
- Directs visitors to patients' room; updating patients' room list
- Keeps files of medical records on patients in the unit
- Answers telephone and intercom calls and provides information by answering questions and requests, relays messages to patients and medical staff
- Process admissions, discharge, billing (paperwork) and instructions for patients
- Processing orders and requests of lab. works in the computer
- May keep record of absences and hours worked by unit personnel
- May transport patients in wheelchair or conveyance to locations
- May key patient information into computer

**June 20, 2015 - Nov. 10, 2016      Front Office Executive/Medical Receptionist/Call  
Center Executive      Royal Bahrain Hospital (ACHS Accredited)      Salmana Manama,  
Kingdom of Bahrain**

Details of position:

- Manages efficient patient flow through arrival to departure.
- Professionally assist with patient check in by greeting patients with a welcoming smile.
- Assist with patient check out by scheduling appointment with the doctor utilizing YASASII into the electronic medical record.
- Performs various clerical duties; interfaces with clinical personnel, patients / visitors, and fellow employees to ensure positive relationships.
- Answering incoming telephone calls; handle applicable patient concerns as appropriate such as booking an appointment with the doctor; general patient / customer inquiries as well as complaints.
- Transfer customer call to appropriate staff.

- Follow-up on customer inquiries not immediately resolved.
- Complete call logs and reports.
- Serves customer by determining requirements; answering phone inquiries, resolving problems, fulfilling requests, maintaining database by entering information.
- Keep equipment operational by following established procedure; reporting malfunction.
- Project a professional company image through phone interaction.

**January 8, 2003 – June 4, 2015    Ward Clerk    Bahrain Specialist Hospital (JCI Accredited)    Juffair , Kingdom of Bahrain**

Details of position:

- Greets, identifies and registers patient's names in the logbook.
- To maintain patient's logbook.
- To screen and direct incoming calls of the assigned clinical unit.
- To communicate clearly and effectively with other departments in tracking of information and obtaining supplies and equipments.
- To prepare patient admission files.
- To maintain a secure filing and office management system for the assigned nursing unit.
- To prepare the patients billing documents utilizing the HMIS (Hospital Management Information System) as appropriate.
- To perform duties related to admissions, transfers and discharges, to assist the specimens and or documentation utilizing HMIS as authorized.
- To maintain approved levels of stationery for the nursing unit.
- To maintain confidentiality of all reports, documents and information seen or heard off within the unit.
- Maintain a smooth flow of laboratory request, radiological test and medicine requirement for the patient.
- Consolidating daily statistics of patients for monthly statistical report.
- To assists in maintaining personnel documentation, staffing profiles and duty schedules.
- Performs other duties as assigned.

**Feb. 17, 1997 – Dec. 31, 2002    Medical Records Clerk    De Ocampo Memorial Medical Center    Manila, Philippines**

Details of position:

- Receives incoming & makes business calls for the officers.
- Monitors their appointments and meetings.
- Filing official documents such as correspondences, index cards, invoices and other records.
- Search & investigate information contained in the files, make up reports and keep files up to date.
- Receives visitors coming into the office, determine the purpose of their visit & assist them.
- Responsible for operating photocopier, fax machine and typing reports.
- Routes charts when patients are transferred or discharge following specified procedure.
- Compiles census of patients.

- Performs general clerical duties by preparing, compiling and maintaining patient care records of a specific unit.

**Sept. 2, 1993 – Dec. 10, 1996 Clerk / Receptionist (X-ray Dept.) Northern Area  
Armed Forces Hospital Hafar Al-Batin , Kingdom of Saudi Arabia**

Details of position:

- Records name of patient, medical record no. military no., category & name of attending physician on all medical record forms.
- Assisting & directing visitors & patients.
- Receiving, screening & transferring of incoming call to the right party.
- Communicating & transferring of message to the employee through paging system.
- Transcribes x-ray results accurately as reported by the consultant radiologist.
- Types all reports and records relating to dept. while maintaining a high-level of confidentiality.
- Responsible for photocopying & routine clerical work to include filing, answering telephone inquiries, etc.
- Fosters a harmonious relationship between the assigned office & hospital staff.
- Completes requisition for diagnostic procedures, maintenance work orders & ensures results are available for review.
- Responsible for compiling statistical reports as requested.
- Responsible for giving appointments with patient's physician.
- Performs other related duties and projects as assigned.

**Aug. 14, 1991 – Aug. 1, 1993 Coding Clerk / Data Coder Equidata Phils. Inc.  
Makati, City Philippines**

Details of position:

- Responsible for batching and coding of source documents.
- Responsible for ensuring completeness and validity of source documents.
- Responsible for checking and editing lists against source documents.

**July 1990 – July 1991 Clerk Typist St. Luke's Medical Center Quezon City  
Philippines**

Details of position:

- Performs basic clerical functions such as typing, keeping files of patients, handles correspondence and other forms of communication; arranges and follow up meeting as well as coordinate schedules of all business transaction of the Associate Director of Nursing.
- Answering and making business calls.

**May 1989 (trainee) Clerk (New Accounts) Philippine Savings Bank Manila, Philippines**

Details of position

- Responsible for typing and filing official documents. Answering and making business calls.

## **RELEVANT SKILLS**

- Excellent communication skills, self starter with professional manner.
- Familiar with physician's current procedural terminology.
- Multi tasking demonstrated proficiencies in telephone (can make & receive average 50 calls in a shift), email, fax and front desk reception with high volume environment.
- Skilled in medical billing & coding.
- Excellent in retrieving files of the patients, ensured organized correctly.
- Excellent organizational skills and ability to prioritize patients needs and coordinate to the assigned nursing unit.
- Comfortable with computer and telephone system.
- Checking in patients for appointment and giving appointment as well.
- Passionate in providing excellent service to patients.

## **EDUCATIONAL BACKGROUND:**

**1990 Bachelor of Arts Major in Economics** University of Sto. Tomas (UST) Espana, Manila Philippines (Graduated with loyalty award)