



THILAGAVATHY RAMACHANDRAN

Details

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Links

[LinkedIn](#)

Skills

- Ability to Multitask
- Decision Making
- Leadership Skills
- Fast Learner
- Ability to Work Under Pressure
- Management Skills
- Good time management

Hobbies

Bowling

Languages

- English
- Malay
- Tamil

Profile

I am eager for new challenges and am confident in my abilities. I will be able to bring all of those skills and experiences to your organization. I am excited to effectively apply my academic knowledge and experiences to ensure your organization's continued success. I am confident that if given the right opportunity, I will be able to demonstrate my excellence.

Employment History

Operation Manager at REGEN HealthCare Sdn Bhd, Petaling Jaya

MEI 2022 — PRESENT

- Overseeing the management of daily operations which includes the sufficiency of human resources to carry out the provision of medical services diligently.
- Ensure that the staff is well trained in their respective fields by implementing and enforcing continuous development training programmes.
- Ensure that the medical facilities and infrastructures are well maintained in the aspect of usability, functionality, presentation, and cleanliness.
- To maintain and introduce new safety measures to ensure the well-being and the safety interest of the stakeholders of the Company are considered.
- Always ensure the highest level of patient and customer satisfaction level by enforcing and enhancing policies and standard operating procedures.
- Ensure the enforcement and implementation of Departmental KPIs with the primary objective to achieve the agreed deliverables by ways of providing guidance and improvisation plans or programmes.
- Ensure that all medical equipment and non-medical equipment are maintained in good working conditions through properly scheduled maintenance programmes or plans.
- To maintain adequate supplies of medical and surgical stocks to support the clinical, medical, and surgical service provision unit.
- Overseeing the management of stock with an aim to minimize stock holdings while making sure the adequacy of supplies to clinical, medical, and surgical units.
- Ensure that all departments maintain and enhance their Standard Operating Procedures and Policies over time.
- Be knowledgeable about the IT structure and processes that support overall business.
- Ensure that staff complies with Standard Operating Procedures and Policies while carrying out their duties.
- Delivery of revenue, expenses, and profit before tax as agreed in the approved annual budget.
- To develop an annual financial budget for the Company that is measurable and achievable.
- Ensure the strategic placement and implementation of effective procurement monitoring to reduce the cost of doing business.
- Overseeing the aspect of products and services pricing to ensure profitability while maintaining competitiveness.
- Increase Management effectiveness by recruiting, selecting, and jointly developing effective training programmes for existing and new employees.
- To jointly develop and implement effective staff retention programmes in collaboration with the Group Human Resources Department.
- Maintaining a proper organization chart depicting clear roles and responsibilities of each of the staff.
- Overseeing the development of proper and accurate Job Description (JD) of each employee and ensuring that the employee understands and has full knowledge of their JD and their deliverables.

Business Office Manager at REGEN HealthCare Sdn Bhd, Petaling Jaya

JULY 2017 — PRESENT

Managing Department

- Conduct newcomer orientation for the department. Explain all policies and procedures, as well as the hospital's standards, to ensure that the highest level of service is always maintained.
- Identify the root cause of issues and present a proposal to the management team for system and service improvement to provide a long-term solution.
- Be knowledgeable about the IT structure and processes that support business office processes and credit control.
- Foster an environment that promotes collaboration, positive attitudes, and high morale.
- Develop SOPs and workflow under my supervision.
- Handles customer complaints and feedback in accordance with the Standard Operating Procedure (SOP).
- Measures and evaluates the performance of employees under supervision. Sets performance standards and directs departments/units to meet those standards.

Front Counter

- When necessary, be available at the registration counter to attend the customer needs and doctor's inquiries, as well as insurance/corporate billing procedures.
- Handled and managed 'difficult customers' effectively and professionally while maintaining a good reputation among existing ones.

Billing

- Dealing with insurance and corporate companies to obtain a guarantee letter and a top-up guarantee letter for both local and international cases.
- Follow up with the doctor to complete the insurance form, deferment, or any medical questions.
- To be available to handle and appropriately deal with all patient/next of kin and/or relative inquiries and/or disputes regarding charging and billing, as well as to attend to patients who are unable to pay.
- Have sufficient knowledge or access to knowledge to provide accurate information about fees, excesses, or co-payments on individual policies or procedures.

Credit Control

- To maintain consistent contact with the Finance Department regarding payments made via cheques and bankers orders, as well as to refund any excess payment/deposit.
- Accountable for keeping system notes up to date with account activity, status, and expected reimbursement. Using account reminders to ensure full compliance by the relevant insurance group.
- Payments for expatriates were monitored for international insurance companies such as Fullerton Singapore, Now Health China, Cigna Global, and AXA UK.
- Create and distribute corporate Statements of Account (SOA) on a monthly basis to the appropriate person in charge of the corporate or insurance company.
- Collaborate with team members to provide effective billing services and follow-up with all customers to promote account reconciliation.
- Manage assigned list by ensuring the accuracy and timeliness of billings, collections, contractual postings, payments, and account adjustments based on functional standards.
- Responsible for collecting payments within the target and time frame established by management.

Medical Record

- Recognize the various uses of a medical/health record as well as the confidential nature of medical/health record data.
- Discuss the significance of developing medical/health record policies, such as those governing medical/health record retention, access to patient care information, privacy, confidentiality, and patient information release.
- Recognize the various methods of filing medical/health records, as well as the significance of using a tracer or out guide.
- Keep departmental reports, records, and statistical data for administrative and audit purposes.

Material and Purchasing

- Obtaining materials, goods, products, and services, as well as negotiating the best or most cost-effective contracts and deals.
- Inspecting inventory and reporting any faulty items or inconsistencies as soon as possible.
- Keeping accurate and up-to-date records of all orders, payments, and received stock.
- Coordination with the delivery team and follow-up on any delays or rescheduled orders.
- Assuring that all stock is properly packaged and delivered to the correct location on time.
- Verifies purchase requisitions by comparing requested items to masterlist, clarifying unclear items, and recommending alternatives.
- Verifies item receipt by comparing items received to items ordered; resolves shipments sent in error.
- Payment for purchases is authorised by forwarding receiving documentation.
- Sorts and files documents to keep information accessible.
- Collects, analyses, and summarises data and trends to provide purchasing planning and control information.

Business Office, Officer at Thomson Hospital Kota Damansara (formerly known as Tropicana Medical Centre, Petaling Jaya)

SEPTEMBER 2011 — JUNE 2017

- Assist in the development of systems for generating invoices, cycling bills, and generating discharge parts.
- To stay in touch with marketing personnel about new TPA/insurance and corporate companies about their terms, conditions, and eligibility.
- To communicate with consultants and their respective nurses in order to update patient records/appointments/elective admissions as needed in order to update documents.
- To maintain consistent contact with the Finance Department regarding payments made via cheques and bankers orders, as well as to refund any excess payment/deposit.
- To keep the Credit Control Department up to date on the collection schedule for pending/unpaid payments from patients.
- To ensure that all phone calls and inquiries are handled promptly and without delay.
- To coordinate with the insurance company in order to obtain a top-up guarantee letter.
- Brief the Patient Administration Services Assistant and Billing Office staff on hospital activities, VIP patients/guests, customer comments, complaints, and compliments, and update insurance and corporate company requirements.
- Keep departmental reports, records, and statistical data for administrative and audit purposes.
- Improves the operation and management of the Patient Administration Services by planning and coordinating improvements.

- Conduct newcomer orientation for the department. Explain all policies and procedures, as well as the hospital's standards, to ensure that the highest level of service is always maintained.
- To be available at the registration counter to handle customer needs and doctor inquiries, as well as insurance/corporate billing procedures as needed.

Billing Assistant at Sunway Medical Centre, Petaling Jaya

JUNE 2010 — JUNE 2011

- Collect payments from patients. Claim payments by credit card and receive cash payments through clients.
- Key in doctor's charges and ward charges.
- Finalize patient's bills.
- Filling patient's documents.
- Attending to patient, doctor, and insurance calls to resolve their inquiries.

Education

Master in Business Administration (Management), Universiti Tun Abdul Razak, Kuala Lumpur

JUNE 2019 — JUNE 2021

Diploma in Healthcare Management, Asia Metropolitan University (formerly known as Masterskill University College and Health Sciences

JUNE 2027 — JUNE 2010

Extra-curricular activities

Basic Life Support Training (BLS) at REGEN HealthCare Sdn Bhd, Petaling Jaya

2019

Basic Life Support Training at REGEN HealthCare Sdn Bhd, Petaling Jaya

2022

THE LEADERSHIP THINKING CODE by CMI (MASTERSPRO), Petaling Jaya

May 2020

Training for Medical Clinic Accreditation Programme at REGEN HealthCare Sdn Bhd, Petaling Jaya

OCTOBER 2020 — OCTOBER 2020

ISO 9001:2008 (Awareness & Understanding A Quality Management system 2011. at Thomson Hospital Kota Damansara (formerly known as Tropicana Medical Centre), Petaling Jaya

2008 — 2008

References

**En Zakaria Zaini from Pantai Hospital Kuala Lumpur
0167935642**