

KEERTHANA T

Doctor's Personal Assistant | Hospital Administration

Coimbatore, Tamil Nadu | keerthanakeerthana16563@gmail.com | +91 93424 14307 / 80723 25378

PROFESSIONAL SUMMARY

Dedicated and detail-oriented Doctor's Personal Assistant with 3 years of experience supporting senior medical staff and hospital administrators in fast-paced healthcare environments. Proficient in medical scheduling, patient coordination, doctor prescription handling, insurance processing, and confidential record management. Demonstrated ability to manage doctor-patient communications, coordinate with medical representatives, and oversee daily administrative operations. Known for exceptional interpersonal skills, strong organizational abilities, and a compassionate approach to patient interactions.

WORK EXPERIENCE

Personal Assistant to Doctor

JB Care Cardio Diabetic Center, Pollachi | Administration & Medical Support | January 2022 – November 2025 (3 Years)

- Managed daily schedules, appointments, and travel arrangements for senior specialist doctor
- Handled doctor prescriptions accurately using medical software and ensured error-free record maintenance
- Coordinated inpatient and outpatient records, referrals, and diagnostic reports for seamless patient management
- Acted as primary liaison between patients, families, and medical teams to ensure smooth communication
- Handled confidential patient data with strict adherence to hospital privacy policies and data protection standards
- Organized department meetings, prepared agendas, recorded minutes, and tracked follow-up action items
- Scheduled and coordinated medical representative (MR) appointments with doctors
- Assisted in surgical scheduling coordination and preparation of pre-operative documentation
- Coordinated daily patient diet plans as per doctor and dietician instructions
- Managed insurance documentation, claims processing, and billing support activities

KEY SKILLS

Administrative & Clinical Skills:

- Medical Scheduling & Appointment Management
- Doctor Prescription Handling (Software-Based)
- Patient Coordination & Communication
- Inpatient & Outpatient Records Management
- Surgical Scheduling & Pre-Operative Documentation
- Diet & Nutrition Coordination
- Medical Representative (MR) Coordination & Appointment Scheduling

Technical & Office Skills:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
 - EMR / Hospital Management Software
 - English Typewriting – Senior Grade
 - Billing & Coding Support
 - Insurance Handling & Claims Processing
 - Calendar & Travel Management for Doctor.
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EDUCATION

Bachelor of Commerce (B.Com) | 2021

Pollachi College of Arts and Science, Pollachi

Higher Secondary Certificate (HSC) | 2019

Swamy Chidbhavananda Matriculation Higher Secondary School

Secondary School Leaving Certificate (SSLC) | 2017

Swamy Chidbhavananda Matriculation Higher Secondary School

CERTIFICATIONS & PROFESSIONAL TRAINING

- English Typewriting – Senior Grade (Government of Tamil Nadu Board of Technical Education)
- Medical Billing & Coding – ICD-10 Fundamentals
- Hospital Administration & Patient Care Coordination – Professional Training

LANGUAGES

Tamil – Native **English** – Fluent **Telugu** – Proficient

REFERENCE

Dr. K. M. Jayabhalaji | MD, MRCP

JB Care Cardio Diabetic Center, Pollachi | Available on request