

JOSEPHINE R. TANSINGCO

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PROFESSIONAL SUMMARY: Experienced Patient Administration professional with over 10+ years in healthcare customer service, front desk operations, and patient coordination across leading UAE hospitals. Proven expertise in appointment scheduling, insurance coordination, billing, and patient flow management. Strong leadership skills with a focus on delivering exceptional patient experience and operational efficiency.

WORK EXPERIENCE:

A. PATIENT CARE ADMINISTRATOR

MEDICLINIC PARKVIEW

April 24, 2023- present

Umm Sequim Arjan Parkview

Tel no: 800-1999

Job Descriptions:

1. Supervise and lead patient administration team to ensure smooth daily operations.
2. Oversee patient registration, billing, insurance processes, and cash management.
3. Monitor service quality and implement improvements in patient flow and experience.
4. Provide operational and administrative support to department management.

B. PATIENT SERVICES COORDINATOR

ALLIED MEDICAL CENTER

Sept. 25, 2021 up to present

Satwa 2nd December St. Dubai UAE

Tel no: 800 255433

Job Descriptions:

1. Manage appointment scheduling via phone, email, and WhatsApp ensuring optimal resource utilization.
2. Coordinate insurance pre-approvals and verify coverage requirements.
3. Register patients and maintain accurate records using RIS/PACS systems.
4. Liaise with clinical teams to ensure correct procedures and patient preparation.
5. Handle billing, payments, and provide cost estimates to patients.
6. Address patient inquiries, complaints, and feedback professionally.

C. Patient Care Executive/Billing and Cashier

EMIRATES HOSPITAL

Feb. 24, 2017 – Sept. 20, 2022

Jumeirah Beach Road, Dubai UAE

Tel no: +974 04 3496666

Job Descriptions: (OPD, ER AND RADIOLOGY DEPARTMENT)

1. Managed front desk operations across OPD, ER, and Radiology departments.
2. Scheduled appointments and coordinated patient admissions and discharges.
3. Processed billing, insurance, and cash transactions accurately.
4. Maintained patient records using Track Care system.
5. Ensured high standards of customer service and communication.

D. Call Center Agent/ FRONT DESK OFFICER

Canadian Specialist Hospital

Dec. 14, 2012 – Jan 21, 2017

Abu Hail Deira, Dubai UAE

Tel no: (04) 707-2222

Job Descriptions:

1. Handled high-volume patient calls and appointment scheduling.
2. Managed emergency calls and hospital communication systems.
3. Assisted patients with inquiries, complaints, and service coordination.
4. Maintained accurate database and patient information records.

E. Customer Service Executive

Aster Medical Centre

Nov. 22, 2009 – Nov 22, 2012.

Al Barsha 1, Tecom area. Dubai UAE

Tel no.: (04-4534830)

Job Descriptions:

1. Provided front desk support, appointment scheduling, and billing assistance.
2. Coordinated patient flow and ensured excellent customer experience.
3. Assisted with insurance and administrative processes.

F. Patient Care Administrative Assistance

Asian Hospital and Medical Center

June 23, 2005 – Nov. 2009

Civic Drive, Filinvest Corporate City,
Alabang, Muntinlupa City. Philippines

Tel # 771-9000 loc. 8108 to 09

Job Descriptions:

1. Supported patient admissions, transfers, and discharges.
2. Maintained records, documentation, and office coordination.
3. Communicated with patients, families, and healthcare teams.

HIGHEST EDUCATIONAL ATTAINMENT:

COLLEGE: Bachelor of Science in Physical Therapy
University of Perpetual Help System Laguna
Sto. Niño, Biñan, Laguna 1999 – 2004

EXAMINATION: under board Physiotherapist

SKILLS:

- Patient Registration & Coordination
- Appointment Scheduling & Front Desk Operations
- Insurance Verification & Pre-Approvals
- Billing, Cash Handling & Revenue Cycle Support
- Customer Service & Patient Experience
- Medical Records & Data Management (Track Care, RIS/PACS)
- Team Leadership & Staff Supervision
- Conflict Resolution & Problem Solving
- Strong leadership and team management abilities
- Excellent communication and interpersonal skills
- Highly organized, detail-oriented, and adaptable in fast-paced environments

PERSONAL INFORMATION:

Age:	44 years old
Birth Date	May 20, 1981
Birth Place:	Pasay City, Philippines
Civil Status:	Single
Religion:	Roman Catholic
Language:	English/ Tagalog

References available upon request.

I hereby certify that the above information/ data are true and correct with best of my knowledge.

Josephine R. Tansingco
Applicant Signature