



PRADNYA SANJEEVA DEVADIGA

Healthcare Administration & Patient Services Professional

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Al Nahda, Dubai, UAE

Healthcare administration professional with over 14 years of experience across patient services, radiology administration, and hospital operations. Skilled in managing appointment coordination, insurance verification, billing, and medical records within fast-paced clinical settings. Known for clear communication, dependable coordination, and a compassionate approach to patient care. Experienced in working with diverse teams and supporting smooth departmental workflows.

CORE COMPETENCIES

- Appointment Scheduling & Patient Flow Management
- Radiology Operations & Insurance Management
- Reporting (Insurance/Cash)
- Hospital Administration & Patient Coordination
- HMS / MS Office / Documentation Accuracy
- Data Privacy & Regulatory Compliance
- Team Coordination & Multitasking
- Multilingual Communication & Patient Relations

WORK EXPERIENCE

Patient Admin Executive – Radiology Department
NMC Specialty Hospital

Feb 2015 – Present Dubai
Duties & Responsibilities

- Coordinate and schedule daily radiology appointments for CT, MRI, X-Ray, and Ultrasound procedures, ensuring efficient patient flow and reduced waiting times.
- Manage end-to-end patient registration, insurance verification, and pre-authorization for radiology services in line with hospital and insurer protocols.
- Maintain accurate and confidential patient records in the Hospital Management System (HMS), following data privacy and regulatory standards.
- Oversee billing and documentation for radiology procedures, ensuring timely submission, error-free entries, and smooth claim processing.
- Address patient queries and feedback professionally, contributing to continuous improvement in service quality and patient satisfaction.
- Support radiology team with daily administrative tasks, including report tracking, file management, and coordination with other departments.

Front Office Executive – Radiology & OPD
NMC Specialty Hospital

Feb 2011 – Feb 2015 Abu Dhabi
Duties & Responsibilities

- Managed patient registration, appointment scheduling, and billing processes for Radiology and Outpatient departments with accuracy and timely service.
- Assisted medical and nursing teams in coordinating diagnostic procedures and outpatient consultations to optimize patient flow.
- Handled insurance verification, approvals, and documentation while maintaining compliance with hospital and insurer requirements.
- Provided front desk support, including patient guidance, query resolution, and coordination with internal departments.
- Maintained patient records and ensured correct entry of demographic and billing information into hospital systems.
- Supported daily OPD operations, including token management, queue handling, and coordination with consultants.

Assistant Radiographer
New City Hospital

Udupi, India
Duties & Responsibilities

- Assisted in CT, Mammography, and X-Ray procedures under the supervision of senior radiographers.
- Provided patient care and comfort during imaging procedures, ensuring safety and dignity.
- Supported the radiology team in reporting, filing, and maintaining accurate records.
- Prepared patients for scans, explained procedures, and addressed basic concerns.
- Maintained cleanliness and readiness of imaging rooms and equipment.
- Coordinated with nursing and administrative staff for smooth patient movement.

EDUCATION

ITI in Medical Electronics – Karnataka, Bangalore (2009)
Pre-University Course – Sri Bhuvanendra Pre-University, Udupi (2006)
Secondary School Leaving Certificate – Maharashtra Board, Pune (2004)

PROFESSIONAL ATTRIBUTES

Reliable, sincere, and patient-focused
Excellent coordination and multitasking skills
Strong sense of responsibility and teamwork

PROFESSIONAL SKILLS

Patient Registration & Admission Procedures
Insurance Verification & Pre-Authorization
Medical Records Management (HMS)
Billing & Claim Processing
Radiology Appointment Coordination (CT, MRI, X-Ray, Ultrasound)
Front Office & OPD Support
Patient Query Resolution & Feedback Handling
Cross-Cultural Communication

LANGUAGES

English
Hindi
Marathi
Urdu
Kannada
Arabic (basic healthcare communication)

PERSONAL DETAILS

Date of Birth: 17 Nov 1988
Nationality: Indian
Marital Status: Married
Visa Status: Golden Visa
Passport No: P8072576 | Valid till: 05 Dec 2026

REFERENCES

Available upon request