

RIDDHI MAKWANA

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PROFESSIONAL SUMMARY

Detail-oriented Healthcare Administrative Professional with over 3 years of hospital-based experience supporting front desk, scheduling, and administrative operations in inpatient and outpatient settings. Graduate of a Canadian Postgraduate Certificate in Healthcare Administration & Service Management with strong skills in patient registration, appointment scheduling, medical documentation, referrals, and records management. Recognized for accuracy, confidentiality, and efficient coordination of patient services in fast-paced healthcare environments. Seeking healthcare administrative, clinic assistant, and medical office roles within Canadian healthcare settings.

CORE COMPETENCIES

- Medical Office Administration
 - Front Desk & Patient Intake
 - Appointment Scheduling & Calendar Coordination
 - Electronic Medical Records (EMR/EHR – Exposure)
 - Patient Registration & Admissions Support
 - Medical Documentation & Records Management
 - Referrals & Follow-Up Coordination
 - Patient Communication & Customer Service
 - Healthcare Privacy & Confidentiality (PHIPA)
 - Discharge & Follow-Up Scheduling
 - Microsoft Office (Word, Excel, Outlook)
 - Multitasking in High-Volume Settings
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PROFESSIONAL EXPERIENCE

Healthcare Administrative & Clinical Support Professional

Aarihant Homoeopathic Medical College and Hospital | India | Feb 2021 – Jul 2024

- Coordinated administrative operations for 40–60 patients daily across outpatient and inpatient departments
- Managed patient registration, appointment booking, scheduling adjustments, and admissions processes
- Maintained and updated patient records, charts, and documentation with strong attention to detail