

BHAIRAV SIHAG

Hospital Management and Operations Professional

Sri Ganganagar, Rajasthan, India

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Professional Summary

Dedicated Hospital Management professional with 3 years of experience as Night Manager on Duty at a superspeciality hospital. Experienced in hospital operations, IPD/OPD billing, patient admission and discharge processes, emergency management, and coordination of government health schemes including Ayushman Yojana, RGHS and CGHS. Skilled in managing hospital floor activities, coordinating with medical teams, handling patient queries, and ensuring smooth hospital operations during night shifts.

Core Skills

- Hospital Administration and Operations
 - IPD and OPD Billing Management
 - Patient Admission and Discharge Coordination
 - Emergency Case Handling
 - Floor Supervision and Staff Coordination
 - OT Scheduling and Department Coordination
 - TPA and Insurance Claim Processing
 - Government Health Schemes (RGHS, CGHS, Ayushman Yojana)
 - Patient Counseling and Service Management
 - Cash Billing and Documentation Management
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Professional Experience

S.N. Superspeciality Hospital, Sri Ganganagar

3 Years Experience

- **Night Manager on Duty: (w.e.f. April 2025 – Till Continue)**
- **S.N. Super Speciality Hospital (200 Bed), Sri Ganganagar**
- Manage night shift hospital operations ensuring smooth workflow across departments
- Handle IPD and OPD billing processes including patient admission, discharge and documentation
- Supervise hospital floor operations and coordinate with doctors, nurses and support staff
- Handle emergency patient admissions and ensure quick coordination with medical teams
- Manage OT scheduling and ensure availability of required staff and resources
- Coordinate with TPA and insurance companies for claim processing and approvals
- Handle government healthcare schemes including RGHS, CGHS and Ayushman Yojana
- Assist patients with eligibility verification, scheme documentation and discharge formalities
- Maintain accurate billing records and ensure compliance with hospital procedures
- Address patient queries and ensure quality patient service experience
- **Billing Executive: (w.e.f. April 2024 - April 2025)**
- **S.N. Super Speciality Hospital (200 Bed), Sri Ganganagar**
- Handled patient registration, admission, and discharge billing through Hospital Information System (HIS).
- Managed billing and documentation under government health schemes such as Rajasthan Government Health Scheme, Mukhyamantri Ayushman Arogya Yojana and Central Government Health Scheme
- Verified patient records and ensured proper documentation for billing and insurance claims.
- Generated final discharge bills and ensured clearance from pharmacy, laboratory, and nursing departments.
- Resolved patient billing queries.

- Prepared daily billing reports and coordinated with the accounts department for reconciliation.
 - Ensured compliance with hospital billing policies and patient data confidentiality standards.

 - **Patient Care Services: (w.e.f. April 2023 - April 2024)**
 - **S.N. Super Speciality Hospital (200 Bed), Sri Ganganagar**
 - Answering patient questions about billing and payments.
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 - Registering, scheduling and re-scheduling patients for initial appointments and follow-ups.
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Education

Bachelor of Business Administration (BBA)

Nirwan University, Jaipur (Ongoing)

Expected Completion: 2026

Senior Secondary (12th - CBSE Board) - 72%

Secondary (10th - CBSE Board) - 61%

Hospital Administration Skills

- Patient Flow and Floor Management
 - Hospital Operations Supervision
 - Medical Billing and Insurance Documentation
 - TPA and Government Scheme Coordination
 - Patient Counseling and Query Handling
 - Emergency Response Coordination
 - Hospital Documentation and Record Management
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Computer Skills

- MS Excel
 - MS Word
 - Hospital Billing Software (Operational Use)
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Languages

Hindi, English, Punjabi

Personal Details

Date of Birth: 30 August 2004

Location: Sri Ganganagar, Rajasthan, India