



# MARWA SAMMOURY

SENIOR BILLING  
& ADMISSION OFFICER



Doha QATAR,



+974-66288856



marwa.sammoury@hotmail.com

## ABOUT ME:

Lebanese Based in Doha with a background in healthcare management, specialized in the domains of Billing/ Admission, Medical Auditing, financial counseling, and Client Services. I hold a Bachelor's degree in Journalism from the Lebanese University - Faculty of Information and documentation, which underpins my strong communication skills and ability to handle complex information with ease. I am dedicated to delivering excellence in customer satisfaction whether it is related to healthcare or other domains, insuring a focus on driving client-centric outcomes and operational efficiency.

---

### Education/Certificates

---

- **Lebanese University, faculty of information, Bachelor of Arts in journalism (radio-tv), 2012.**
- **Amilieh High School** (Beirut) – Economics sciences ,2008.
- **University of Pittsburg through Coursera platform** “MEDICAL TERMINOLOGY” Course certificate --2021
- **Instituto Cervantes de Beirut**, Spanish language courses level A2 ,2019.
- **British council: IELTS Candidate:** overall score 7.5 score – 2020
- **Workshop certificate at LAMDI INSTITUTE** related to Lebano-Arab media & Development institute, in corporation with **Friedrich Ebert Stiftung** German institute in Lebanon – Dec,2009

---

### Work Experience

---

**“SENIOR ADMISSION&BILLING OFFICER| NOV 2020 - PRESENT “THE VIEW HOSPITAL, IN AFFILIATION WITH ‘CEDARS SINAI, LA, CALIFORNIA’ -DOHA, QATAR.**

---

- Credit control, processing payments with a focus on financial accuracy. Negotiating payment plans, Reconciling accounts, Processing invoices.
- Produce and issue detailed billing statements (bills, receipts, and invoices) adeptly managing all payment methods, ensuring transparency in pricing and services.
- Reconcile account balances & billing data meticulously, skillfully addressing any financial discrepancies.
- Calculate charges for departmental services, maintaining adherence to pricing standards.
- Prepare accurate financial reports, demonstrating a comprehensive understanding of billing procedures.
- Implementation of billing system, enhancing operational efficiency and financial precision.

- Liaise with Revenue Cycle Management department to expedite insurance approvals. screens insurance information, confirming coverage and compliance with policies. identify patients needing approval from third-party payers.
- Financial counselor: Offer financial counseling to patients/clients, delivering clear cost estimations and guidance, communicating with patients for financial related matters: cost control, refund, deposits, package/services prices, and outstanding balances.
- Manage elective surgery and diagnostic admissions, optimizing the patient intake process.
- Ensure adherence to Hospital and Finance department policies, procedures, and ethical standards, reporting any noncompliance.
- Lead patient admissions, providing an efficient and welcoming experience as the first point of contact.

---

## **“PATIENT SERVICES SUPERVISOR| MAR 2014 - OCT.2020” CLEMENCEAU MEDICAL CENTER AFFILIATED WITH JOHNS HOPKINS INTERNATIONAL (CMC) -BEIRUT, LEBANON.**

---

- Managing patient services across various departments including Endoscopy, General Surgery, Cardiology, Pulmonary, E.N.T, Private Clinics, and Orthopedics. Acting as front-line staff member, cordially welcoming and promptly checking in patients as they arrive.
- Training and development of new staff members, fostering a knowledgeable team environment.
- Credit control, guaranteeing precise management of both cash and credit transactions.
- compiling, reconciling & auditing insurance bills post-patient visits in Collaboration with the billing department.
- Streamlining insurance processes by securing approvals and pre-approvals, liaising directly with insurance providers.
- Proactively identifying and mitigating potential safety hazards, ensuring a secure environment for patients.
- Providing direct support to medical professionals, addressing patient prescriptions, inquiries, and various needs & Medical translation.
- Scheduling appointments and procedures in a coordinated manner, efficiently managing phone calls, queries.
- Managing Clinical Operational processes, reducing patient wait times and promptly addressing complaints and concerns, through exceptional problem-solving skills, maintaining professionalism under pressure.
- Upholding the hospital's commitment to Caring, Safety, and Excellence, delivering high-quality services and achieving patient satisfaction.
- Implementation of personalized approaches to patient care, contributing to a tailored patient experience.

---

## **Skills and Interests**

---

### **Technical Skills:**

Microsoft Access (Word, excel, PowerPoint....)  
 DMS - HMIS (Hospital management information system) –  
 MCC (MEDICA CLOUDCARE SOFTWARE -HEALTH INSIGHTS).  
 Social media management, researching.  
 Ability to translate (Arabic English & vice versa).

**Languages:** Proficient in **Arabic, English**. Additional languages: **French**-intermediate, **Spanish**- Beginner.