



Job Description

<u>Job title:</u> Coordinator	<u>Department:</u> IPD Services
<u>Reporting to:</u> IPD Services	
<u>Job Responsibilities:</u> • Registration of new Patients • Provides general information to customers on services offered by the hospital. • Directs the customer, patients, relatives and vendors to the appropriate departments or staff. • Screen patients and assign to the appropriate consultants • Accompanies/directs patients to various departments/nursing stations. • Handles all external & internal incoming calls across the hospital. • Telephonic appointments for consultants are taken. • Takes messages for staff & consultants. • To strictly follow the Telephonic ethics. • To be responsible for raising all the calls related to the hospital, Doctors and patient calls. • To announce paging if necessary. • To maintain all the records as per the standard procedure. • Handing over duty over the respective shift with proper guidance for the next shift operator. • To prepare all the correspondence letters, Reports and Inter Office Notes related to the department. • Controls cost and expenditure related to department stationery, telephone usage as well as minimizes wastage of electricity and water. • Resolve billing and chargeability queries raised by the internal and external patients. • Registering the IPD Patient and preparing the file as per the Doctors IPD day. • Receive and file the discount approvals in respective files. • Entering and getting the discounts acknowledged under the respective heads • Ensures that the NABH standardization process is in place as per the deadline <i>This Job Description is intended as a guide only and is not an exhaustive list of duties and can be amended subject to the discretion of Management.</i> Skills Required: Good Communication Skills, Interpersonal Skills, Professional knowledge, Emotional stability & behavioral approach and Time management JOB SPECIFICATION Educational Qualification: Any Graduate Experience Required: Fresher's/1 Year Experience	

Acknowledgement for the receipt of Job Description:

Approved by		
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Issued by	Human Resource Department staff	
Issued to	Employee Name: NANDKISHORE SHARMA	