

Job Description

<u>Job title</u> : Coordinator	Department: IPD Services
Reporting to: 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

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.

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					

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