

	<b>JOB DESCRIPTION</b> <b>(TO BE ISSUED BY HRD TO ALL STAFF)</b>	<b>JD/HR</b>
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JOB SPECIFICATION	
JOB TITLE	Patient Experience Manager
EDUCATION	MHA/MBA/GRADUATION
ADDITIONAL QUALIFICATION	
SKILLS REQUIRED	Analyze and solve lower-complexity problems
ADDITIONAL SKILLS REQUIRED	-
EXPERIENCE REQUIRED	6 to 10 yrs.
DEPARTMENT & LOCATION	Operations/Ranchi
POSITION REPORTS TO	Operations Head
JOB DESCRIPTION (MAIN JOB TASKS)	
<ul style="list-style-type: none"> <li>• Act as a liaison between the clinical staff and the recipients of healthcare services. Oversee the general functioning of a healthcare facility and is responsible for providing all non-clinical services.</li> <li>• Meet patients on daily morning round and ensure all concerns are addressed on daily basis.</li> <li>• Ensure communication with the healthcare recipients about any changes in the services or non-availability of services, in a timely manner.</li> <li>• Planning, managing patient flow in coordination with the OP coordinator and associated OPD staff.</li> <li>• Check all the required amenities present in the consultation room (Prescription pad, lab/radiology requisitions etc.). All the equipment is functioning properly.</li> <li>• Daily monitoring dropped and call backs done, new patient appointments through Call centre.</li> <li>• Ensure that trained staff are available at the Information Desk and other touch points.</li> <li>• Orientation to patients on the Room service, Inpatient protocols and assist them to get the services.</li> <li>• Real time escalation of issues related to discharges (others).</li> <li>• Monitor the daily planned &amp; Unplanned admission ratio &amp; beds booked.</li> <li>• Ensure the patient and family are kept up to date on estimated time on discharge process completion &amp; counselling.</li> <li>• Raise incidents reports and sent to Quality dept. on repeated incidence /Negligence/Non-adherence.</li> <li>• Coordinate with HK and maintenance team for delay in room readiness immediate post physical checkout. (Follow escalation matrix)</li> <li>• Ensure a feedback process is set and is collected from the patients, relatives and treating Doctor and analyzed for improvement of services. Meet patients (OP&amp;IP) and clinicians to understand the issues on day-to-day basis and proactively sort out the same.</li> <li>• Ensure availability of required number of staff in OPD &amp; IPD areas.</li> </ul>	
GENERAL COMPETENCIES	
<ul style="list-style-type: none"> <li>• Advance MS Excel</li> <li>• To follow the hospital rules and policies</li> <li>• To be proactive and take ownership for their process Communication Skill</li> <li>• Positive &amp; empathetic attitude</li> </ul>	
Kindly share resumes to <a href="mailto:kuldeep.p@hcgel.com">kuldeep.p@hcgel.com</a> / <a href="mailto:recruitment@hcgel.com">recruitment@hcgel.com</a>	

*Please Note: This is not an exhaustive list of responsibilities but provides a general guideline of the duties assigned to the position. Job descriptions are dynamic and will change depending on the organizational requirement.*