



**JOB DESCRIPTION  
(TO BE ISSUED BY HRD TO ALL STAFF)**

JD/HR

**JOB SPECIFICATION**

<b>JOB TITLE</b>	Patient Experience Manager
<b>EDUCATION</b>	MHA/MBA/GRADUATION
<b>ADDITIONAL QUALIFICATION</b>	
<b>SKILLS REQUIRED</b>	Analyze and solve lower-complexity problems
<b>ADDITIONAL SKILLS REQUIRED</b>	-
<b>EXPERIENCE REQUIRED</b>	6 to 10 yrs.
<b>DEPARTMENT &amp; LOCATION</b>	Operations/Ranchi
<b>POSITION REPORTS TO</b>	Operations Head

**JOB DESCRIPTION (MAIN JOB TASKS)**

- 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.
- Meet patients on daily morning round and ensure all concerns are addressed on daily basis.
- Ensure communication with the healthcare recipients about any changes in the services or non-availability of services, in a timely manner.
- Planning, managing patient flow in coordination with the OP coordinator and associated OPD staff.
- Check all the required amenities present in the consultation room (Prescription pad, lab/radiology requisitions etc.). All the equipment is functioning properly.
- Daily monitoring dropped and call backs done, new patient appointments through Call centre.
- Ensure that trained staff are available at the Information Desk and other touch points.
- Orientation to patients on the Room service, Inpatient protocols and assist them to get the services.
- Real time escalation of issues related to discharges (others).
- Monitor the daily planned & Unplanned admission ratio & beds booked.
- Ensure the patient and family are kept up to date on estimated time on discharge process completion & counselling.
- Raise incidents reports and sent to Quality dept. on repeated incidence /Negligence/Non-adherence.
- Coordinate with HK and maintenance team for delay in room readiness immediate post physical checkout. (Follow escalation matrix)
- 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&IP) and clinicians to understand the issues on day-to-day basis and proactively sort out the same.
- Ensure availability of required number of staff in OPD & IPD areas.

**GENERAL COMPETENCIES**

- Advance MS Excel
- To follow the hospital rules and policies
- To be proactive and take ownership for their process Communication Skill
- Positive & empathetic attitude

Kindly share resumes to [kuldeep.p@hcgel.com](mailto:kuldeep.p@hcgel.com) / [recruitment@hcgel.com](mailto:recruitment@hcgel.com)

*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.*