

	<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	Senior Executive – Front Office/Patient care coordination
EDUCATION	Any Degree
ADDITIONAL QUALIFICATION	-
SKILLS REQUIRED	Billing, counselling ,Patient follow-up, OPD Services
ADDITIONAL SKILLS REQUIRED	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Commitment &amp; initiative</li> <li>• Interpersonal relations</li> </ul>
EXPERIENCE REQUIRED	3 to 5 years
DEPARTMENT & LOCATION	Milann-Sarjapur Road Bengaluru
POSITION REPORTS TO	Center Manager/Center Head
JOB DESCRIPTION (MAIN JOB TASKS)	
<ul style="list-style-type: none"> <li>• Understand patient's medical history and build rapport.</li> <li>• Work at the clinic premise and facilitate the entire patient journey.</li> <li>• Coordinate between doctor and patient for any doubt</li> <li>• Handle the billing and assist treatment-related formalities.</li> <li>• Counselling the patient and patient family on billing packages and procedures</li> <li>• Assist patient's family on procedure-related activities.</li> <li>• Convince patients to start the prescribed treatment by the doctor.</li> <li>• Address patient's treatment-related questions and register them for procedure.</li> <li>• Do the patient follow-up for further consultation or procedure</li> </ul>	
GENERAL COMPETENCIES	
<ul style="list-style-type: none"> <li>• Advance MS Excel</li> <li>• Knowledge of HIS(Hospital information system)</li> <li>• Ability to establish strong client relationship.</li> <li>• Communication Skill</li> <li>• Positive &amp; empathetic attitude</li> </ul>	
Kindly share resumes to <a href="mailto:recruitment@hcgel.com">recruitment@hcgel.com</a> / <a href="mailto:careers@milann.co.in">careers@milann.co.in</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.