

Position Title:	Executive – Customer Care		
Band:	B1	Department:	Customer care
Reports to:	Center Manager	Reported by:	
Job Objective			
<p>An Executive – Customer Care overall responsibility is to ensure patient satisfaction at all touch points and to provide patient centric service. The major role played by customer care is to coordinating with doctors and fixing appointments, attending the calls, cash collection according to the treatment advised</p>			

Detailed duties and responsibilities

- To remain well-groomed as per company policy.
- Handling telephonic inquiries of the patients and keeping a record of the same.
- Booking new and follow-up appointments of the patients online and directly in SIVIS.
- Calling patients, who missed their first and follow-up appointments for the next appointment and reason for missing the same.
- Greeting and welcoming the patients/guests/consultants both voice and face-to-face.
- Assisting patients to fill-up the registration form and then registering patients in SIVIS.
- Collecting payments and generating receipts for the patients.
- Preparing patients file (IVF files + Lab reports + SA report) for the next day appointments and informing same to consultants.
- Retrieving lab reports from the lab at regular interval and arranging the same in the alphabetical order.
- Following the patient flow as per standards and coordinating the same with other roles in the center.
- Scheduling appointments of the patients in a way which helps in minimizing patient waiting time in the system.
- Managing the patients waiting time in peak hours
- Managing the clinic ambience and display (Sound/Sight/Smell & Display on television, brochures, standee and notices)
- Monitoring the hygiene level of water counters and washrooms
- Encouraging patients to fill up the OPD patient feedback forms and collecting the same from the patients.
- Participates in all events/promotions/training and development programs
- Obtaining and entering new patient demographics
- Reviewing all forms for accuracy and completion according to Center policies prior to accepting
- Billing for the patients and closure of account on daily basis before leaving
- Collecting feedback forms from the patients and documenting the same. End of the month preparing and analyzing reports to manager (feedback and other reports).
- Maintaining the In & out appointment timings and end of the month preparing reports sending it to manager.
- Appointment booking and follow ups for OPD patients.
- Rescheduling of the OPD appointments.
- Daily reports sending it to all concern department

Key Result Areas

1. Conversion: Inquiry to appointment
2. Conversion: Appointment to Walk in
3. Time taken for Patient Registration
4. Average waiting time of patients in the OPD (Both New and Old at any stage for any role)
5. Appointment scheduling (Both new and follow-up)
6. Accuracy of data entry in SIVIS (Registration details of patients and IVF file completion)
7. Accuracy in Payment collection/Receipts
8. Number of OPD Patients feedbacks collected
9. Patient satisfaction for OPD

Qualification	Any degree
Experience (Indicative)	1-2yrs

External Interface	Internal Interface
<ul style="list-style-type: none"> • PatientsandVisitors 	<ul style="list-style-type: none"> • Consultants • All departmental heads in the center • Nursing staff • Housekeeping staff • Pharmacists • RMO • Front Office Staff

Approved by:	
Date:	