

1. Manager - Customer Care

Position Title:	Manager - Customer Care		
Band:	C1	Department:	Operations
Reports to:	Center Director	Reported by:	Executives – Billing and Front Office

Job Objective

To be responsible for accurate & timely billing by ensuring that all the protocols and procedures are followed; To ensure that patients are received, guided and assisted well with an objective of providing best experience to patients and their attendants.

To achieve highest levels of patient experience at all points of contact with the patient by managing end-to-end patient care from admission to discharge through continuous monitoring, re-engineering of processes and training of employees

Detailed duties and responsibilities

Operational

1. Oversee the front office executives in accurate and timely billing for patients to prevent delay in discharge and thereby enable the optimum utilization of infrastructure facilities
2. Interface with ward nursing staff to coordinate patient's admission and hassle-free transfer to the wards
3. Oversee the entire discharge cycle from the point of intimation by the respective consultant surgeon till the patient leaves the center to ensure smooth experience to patients
4. Oversee periodic updation of the bill amounts to patients' attendants as per request and ensure collection of the bill amount in a timely manner.
5. Oversee the front office executives in liaising with insurance companies for approval of payments and for collection of receivables.
6. Coordinate with various consultants for all in-patients billing related services and ensure accurate and timely payouts to respective surgeons, anaesthetists etc.
7. Address any of the queries or grievances related the patients' bills
8. Ensure handing over all the relevant documents (discharge summary, investigation reports etc.) to the patients at the time of discharge
9. Prepare rosters for all the reportees to ensure smooth functioning of the billing and front office department round the clock

1. Foresee all patient requirements and design patient handling processes accordingly to fulfil them
2. Determine patient requirements by interacting with patients and attendants of patients and establishing rapport with them and also by feedback surveys and benchmarking with world-class practices
3. Manage admission of patients, allocation of wards and rooms according to the requirements
4. Oversee the housekeeping staff in keeping the wards clean and maintain hygiene of highest standards
5. Monitor the quality of food, consumables, furniture and other amenities provided to the patient and the accompanying attendants, and provide feedback to the Center Director on lapses and areas which require improvement.
6. Coordinate with International Business team to receive the international patients directed to the respective center and handle all other requirements such as stay, travel and visa related etc. for them
7. Maintain database of available beds, private rooms, Operation theatre bookings etc.
8. Monitor the behavioural standards of all the employees at all patient touch points viz. – Doctors, nurses, housekeeping staff, front office employees, pharmacy etc. Suggest training programs when necessary and escalate the issue to Center manager in case of major discrepancy
9. Provide inputs to the manager/Deputy manager front-office in the deployment of right number of people in all departments having direct interaction with the patients
10. Act as a facilitator to train employees on patient care, communication and business etiquette etc.
11. Continuously innovate and try to improve processes for quality patient care

People

1. Ensure timely goal setting, performance appraisal and reviews for the self and direct reportees
10. Identify training needs of employees at center on various aspects such as care, communication and business etiquette etc. and coordinate with HR development to ensure adequate and timely training is provided to the employees
11. Ensure discipline in the billing and front office staff to be available all the time to receive the patients, direct them to respective surgeons and receive the phone calls

People

1. Coordinate with HR in procuring right manpower for the department.
2. Ensure right number of people are deployed in all departments having direct interaction with the patients
3. Ensure timely goal setting, performance review, appraisal and feedback for self and direct reportees in a timely manner.
4. Coordinate with HR in conducting relevant training on patient care, communication, business etiquette etc. to the staff in front office and billing based on the need
5. Serve as a point of escalation for all the reportees in case of grievances.

Key Result Areas

- Number of mistakes in billing per month.
- Number of delays in admission/allocation of wards/discharge due to front office
- Patient feedback index on front-office and billing
- Doctors' feedback index on front-office and billing
- Number of new initiatives to improve patient care
- Planned V. Actual, Training programs conducted for employees in the function
- Domestic patient satisfaction score in feedback surveys
- International patient satisfaction score in feedback surveys
- Planned V. Actual, Trainings conducted for staff in the center
- Cleanliness of wards – Random audit
- Quality of patient consumables – Random audit

Qualification	Graduation in any stream
Experience (Indicative)	5 – 7 years of experience in customer service/ billing/ front office preferably in a hospital.

External Interface	Internal Interface
<ul style="list-style-type: none"> • Medical insurance companies 	<ul style="list-style-type: none"> • Doctors • Finance Team • Nursing department • Housekeeping staff • Patient care department • Materials and stores • International Business • Front office & billing • HR • Material management • Quality