



Bhagwan Mahaveer
Cancer Hospital & Research Centre
(Managed By K.G. Kothari Memorial Trust)

POSITION GUIDELINES

Name		Year	
Job Title	Patient Relation Executive	Department	Medical Administration
Reports to	Deputy Medical Superintendent		
Desired Qualification and Experience	Graduate – Any, preferably healthcare industry + PG/ MBA in Hospital Administration/ Experience – 0-5 Years		
Key responsibilities	The employee has the following responsibilities as per the area of posting: OPD/ IPD area		
Knowledge, skills, abilities required	Humble, Team Work, Good communication skills, Analytical thinking and swift problem solving, Thorough knowledge about hospital functions		

JOB DESCRIPTION

General

- To ensure smooth functioning of the designated area.
- To take regular rounds of the premises to monitor the general cleanliness of the area and ensure that general facilities are clean and proper.
- To monitor staff availability at designated area and escalate in case of any problem.
- Enhance the value of services being provided by making the patients & attendants comfortable & familiar with the hospital.
- Administer the feedback forms and guide the patients to place it in designated suggestion box.
- To ensure that the patient complaints are handled properly & amicable solution is provided.
- Liaise with the respective HODs upon receiving a complaint & attempt resolution under information to the Medical Director / DMS.
- Assist quality department in audits, root cause analysis and problem solving.
- Identify and facilitate any patient/ relation in need of counseling.
- Any other responsibility as assigned by the management.

OPD Functions

- Responsible for OPD patient satisfaction
- To ensure that doctor's appointments are well kept.
- Liaise with MRD for timely file retrieval
- Facilitate patient in getting timely reports.

- Facilitation of fast track patient and required MIS for the task.

IPD Functions

- Responsible for IPD patient satisfaction.
- To take rounds of the patient rooms, before admission and also post discharge and ensure that the furniture, linen, toiletries, etc. are maintained and in good condition. Take regular room audits.
- Meet every patient, enquire about their treatment related problems or complaints and ensure they are taken well care of.
- To work in coordination with the Nursing In charge and ensure that pharmacy, discharges related formalities are well facilitated.
- To work in coordination with other staff and ensure that all investigations – PET, CT, USG, ET care done in time and are well facilitated.
- To coordinate in case of external referral of patients.
- To work in coordination with the billing department for better bed management.
- To ensure that discharges are done in time.
- Act as point of contact for all patient related queries & ensure that all the basic amenities are available for deluxe & super deluxe patients.
- Ensure that patient files get completed as per NABH protocol.
- Any other professional work assign by management

Prepared by:

Verified by:

Approved by:

HR Executive

Head- HR

Medical Director

I have read and clearly understood the above job description and I assure you that I will put in my best efforts to follow it.

Accepted by:

Date

Prepared by:

Approved by:

Head- HR & Training

Medical Director

I have read and clearly understood the above job description and I assure you that I will put in my best efforts to follow it.

Accepted by:

Date

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Bhagwan Mahaveer
Cancer Hospital & Research Centre
(Managed By K.G. Kothari Memorial Trust)

POSITION GUIDELINES

Name		Year	2018-2019
Job Title	Assistant Manager – Patient Experience	Department	Patient Experience
Reports to	Manager - Operations		
Final Reporting	Medical Director		
Desired Qualification and Experience	Graduate – Any, preferably healthcare industry + PG/ MBA in Hospital Administration/ Experience – More than 3 Years		
Key responsibilities	The employee has the following responsibilities as per the area of posting: OPD/ IPD area		
Knowledge, skills, abilities required	Humble, Team Work, Good communication skills, Analytical thinking and swift problem solving, Thorough knowledge about hospital functions		

JOB DESCRIPTION

General

- To ensure smooth functioning of the designated area.
- To take regular rounds of the premises to monitor the general cleanliness of the area and ensure that general facilities are clean and proper.
- To monitor staff availability at designated area and escalate in case of any problem.
- Enhance the value of services being provided by making the patients & attendants comfortable & familiar with the hospital.
- Administer the feedback forms and guide the patients to place it in designated suggestion box.
- To ensure that the patient complaints are handled properly & amicable solution is provided.
- Liaise with the respective HODs upon receiving a complaint & attempt resolution under information to the Medical Director / DMS.
- Assist quality department in audits, root cause analysis and problem solving.
- Identify and facilitate any patient/ relation in need of counseling.
- Any other responsibility as assigned by the management.

OPD Functions

- Responsible for OPD patient satisfaction
- To ensure that doctor's appointments are well kept.
- Liaise with MRD for timely file retrieval
- Facilitate patient in getting timely reports.
- Facilitation of fast track patient and required MIS for the task.

IPD Functions

- Responsible for IPD patient satisfaction.
- To take rounds of the patient rooms, before admission and also post discharge and ensure that the furniture, linen, toiletries, etc. are maintained and in good condition. Take regular room audits.
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- To ensure that discharges are done in time.
- Act as point of contact for all patient related queries & ensure that all the basic amenities are available for deluxe & super deluxe patients.
- Ensure that patient files get completed as per NABH protocol.

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Approved by:

Head- HR & Training

Medical Director

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Accepted by:

Date

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