

**Job description**

Job title: Private Healthcare Co-ordinator

Accountability/Formally responsible to: Ops Manager/Admin Manager/Senior Finance Manager

Day to Day Reporting: PHC Lead (if in post at site)

Dotted line reporting: Customer/Patient Experience Manager

**Purpose of role**

To work as a member of the private patient team to provide a comprehensive customer service role, ensuring that all patients are dealt with in a professional, courteous and empathetic manner. The role will see patients followed throughout the entire pathway, building relationships and rapport to ensure a seamless experience.

**Key tasks and result areas**

**Customer service**

* To be the main point of contact for private pay and insured patients throughout their pathway from first appointment through to discharge, providing excellent customer service and building rapport with patients to ensure their experience is positive.
* Provide advice in all matters relating to the patient’s appointments and keep them up to date during every step of their journey, both in person and over the telephone.
* Having a professional and friendly front whilst being responsive and available to patients during working hours.
* Track patients’ progress using a customer relationship management (CRM) system ensuring that patients are given the appropriate information at the right time, and are followed up with regular courtesy calls.
* Be knowledgeable about hospital processes and understand different clinical procedures and the costs associated with them.
* To be an advocate of private healthcare throughout the entire hospital / surgical centre and have a genuine interest in the role.
* Play a proactive role in promoting the private patient business to patients, ensuring that patients convert from outpatients to surgery where clinically appropriate.

**Data collection and input**

* Using CRM to manage the patient pathway. Keeping the tool up to date and making sure all fields are complete.
* Liaising with Private Medical Insurance companies to collect patient treatment pre-authorisation codes where necessary.
* Sending out and collating customer satisfaction surveys and raising any issues with management.
* Logging reasons that patients are not converting from outpatients to surgery and raising any issues with management.
* Taking payments using a merchant service tool (Opayo).
* Sending invoices using invoice creation tool (business world).

**Team working**

* Working with all colleagues across the site including senior management to maintain a joined up and informed service.
* Working with the scheduling team to ensure there is sufficient scheduling capacity for theatre slots depending on the volume of outpatients appointments booked.
* Regular contact with the national Private Patient Contact Centre, answering any local queries they may have and helping to arrange appointments where required.
* Being part of a wider administrative team, and ensuring that bookings are made in line with hospital guidelines.
* Work closely with the scheduling team to ensure slots are allocated and utilised effectively to keep in line with hospital KPIs.
* Assist the PHC Lead/ Line Manager with managing complaints, ensuring that all data/information is available to review.

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * 5 x GCSEs A\*-C (or equivalent) |  |
| Experience | * Experience in a customer service or bookings role that involved a high volume of telephone calls | * Experience in a hospital environment * Experience in a sales role |
| **Skills and Knowledge** | * Excellent telephone manner and verbal and written communication skills. * Good IT skills with the ability to adapt to new IT systems quickly | * Knowledge of the Private Healthcare market |
| Other Factors | * An empathetic and understanding manner * Ability to work in a team environment and with various healthcare professionals * A genuine interest in the Private Healthcare market |  |