

Job description – Bookings Coordinator

JOB DETAILS

Reports to: Administration Manager

Accountable to: Administration Manager, Assistant Manager, General Manager, Clinical Team Lead & Medical Director

Working hours: Full time (Monday to Friday) Shifts between 7:30am-17:30pm

Location: 54 Wimpole Street (opportunity for remote working on completion of probation period)

JOB SUMMARY

London Bridge Plastic Surgery/London Transgender Surgery is a 5* plastic, reconstructive and aesthetic surgery clinic; so passion for delivering the highest levels of customer service and the ability to anticipate patient needs is essential. The administrative team are critical to the efficient running of the Clinic so must be friendly, organised, articulate and proactive always. It is also critical that the administrative team demonstrate the ability to work together within the administrative office, and closely with the reception team.

This role is primarily responsible for dealing with all patient enquiries and booking patient appointments. Bookings Coordinators are responsible for the organisation and execution of all patient coordination.

MAIN DUTIES / RESPONSIBILITIES

- Ensuring patient files and documentation are compiled / completed correctly prior to patient arrival.
- Making and answering phone calls and responding to general enquires, giving initial treatment / consultation information.
- Dealing with enquiries from existing and new patients daily over the phone and email.
- Managing the admin team inboxes along with other bookings coordinators.
- Ensuring the Diary is complete and accurate.
- Ensuring the patient management database is kept up-to-date and accurate at all times with detailed notes, medical history, photos, and contact details.
- Management of the Surgeons, Clinical Team's, and Provider diaries with the responsibility for booking and rescheduling patient appointments as needed.
- Ensuring prompt payment for all appointments and informing the Administration Manager of any issues.
- Taking payments over the phone and issuing Refunds through the correct channel.
- Highlighting and resolving problems, both administrative and operational and ensuring compliance with all Health & Safety regulations and CQC standards.

- Ensuring all patient complaints are recorded in the Patients Complaints log and Administration Manager, Assistant Manager and General Manager is immediately aware.
- Preparing and sending out all pre-consultation documentation, ensuring mandatory consent forms are provided and signed by patients prior to treatment, sending consultation zoom links.
- Other ad hoc duties including- Scanning, Filing, responding to voicemails, ensuring your workspace is always kept clean and tidy.
- Occasionally covering the reception desk when required.
- May be required to open/close the clinic occasionally due to sickness/ annual leave.