

Job description – Hospital 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-18:00pm

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

Salary: £28,000 pa

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.

MAIN DUTIES / RESPONSIBILITIES

- Ensuring patient files and documentation are compiled/completed correctly prior to patient arrival.
- Dealing with queries from existing and new patients daily over the phone and email.
- Managing the admin team inboxes along with other hospital coordinators.
- Ensuring the Surgery 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.
- 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.
- Sending patients booking forms to the relevant hospital.
- Creating patients' admission documents including, admission letter, preoperative letter and booking post operative appointments.
- Generating surgery consent forms.
- Ensuring that surgery prep tasks are completed in within the deadline.
- Liaising with anaesthetists to confirm availability and to provide patient surgical details.
- Sending medical letters.
- Other ad hoc duties including- Scanning, Filing etc.
- 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.