



JOB DESCRIPTION – PATIENT COORDINATOR

JOB DETAILS

Reports to:	Administration Manager
Accountable to:	Administration Manager, Assistant Manager, General Manager, Medical Director
Working hours:	Full time (Monday to Friday, with occasional Saturdays)
Location:	Main reception
Salary:	£24,000 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 patient coordinators are our first point of contact so must be friendly, organised, articulate and presentable. It's also critical that the reception team demonstrate the ability to work together on the front desk, and closely with the wider admin team.

This role is responsible for the execution of day-to-day administrative and organisational tasks of the Clinic.

MAIN DUTIES / RESPONSIBILITIES

- Opening & closing the clinic on a daily basis, completing daily/weekly/monthly logs as per company policy
- Keeping admin office and reception area clean and tidy at all times
- Keeping reception desk and waiting room area clean and tidy at all times
- Ensuring patient files and documentation are compiled / completed correctly prior to patient arrival
- Welcome all patients arriving at the practice, ensuring they have completed relevant registration forms and are ready for their appointments, on time
- Making and answering phone calls and responding to general enquires; giving initial treatment / consultation information
- Managing main "LBPS Info" and "LTC Info" email account on a daily basis, ensuring all enquires are responded to the same day, without exception.
- Assisting Administration Manager with all patient management system reporting and general admin
- Ensuring the patient management database is kept up-to-date and accurate at all times with very detailed notes, medical history, photos, and contact details. Checking patient contact details at every appointment.
- Management of the Clinical Team's and Therapist's diaries with the responsibility for booking and rescheduling patient appointments as needed
- Ensuring prompt payment for all appointments and informing Assistant Manager of any issues
- Liaise with supply companies and other organisations as required, and in conjunction with General Manager
- Handling the cash float, and ensuring that all credit card transactions balance when completing end of day banking
- Ensuring all mail received is passed on to Assistant Manager and General Manager each morning
- Highlighting and resolving problems, both administrative and operational and ensuring compliance with all Health & Safety regulations and CQC standards

- Assisting Patient Administrator with management of surgical patients and liaising with the clinical team as needed
- Ordering of stationary as required
- Ensuring all patient complaints are recorded in the Patients Complaints log and Administration Manager, Assistant Manager and General Manager is immediately aware
- Other duties as necessary for the efficient running of the Clinic