

## JOB DESCRIPTION

**Designation:** *Admission Officer*

<b>Name:</b>	Mohammed Salman
<b>Section/Department:</b>	Customer Service
<b>Reporting to:</b>	Head Of Customer Service
<b>Responsible for/Reporting Staff:</b>	

### **Purpose and Scope of the Job**

Under general supervision, deliver a high standard of customer service for all patients. Responsible for organizing patient appointments, liaising with members of the hospital's multi-disciplinary team and providing important information service for patients..

### **Main Duties and Responsibilities/Performance Standards**

1	Receives patients and visitors. Screen interview and register patients for clinics. Secures names and needs and directs accordingly. Updates patient information
2	Provide an accurate, efficient and quality telephone appointment booking service for patients.
3	Responsible for being courteous and prompt in attending the patient, with the basic idea of "rendering service with a smile"
4	Assist in verification of all insurance benefits assigned to the clinic to determine insurance coverage meets the standards as per the company and/or policy
5	Obtains patient charts, medical records and lab reports and keeps it ready before the arrival of the patient whose appointment is due.
6	Utilizes computer to input and retrieve appointment data and patient information and produce standard reports.
7	Book diagnostic tests and appointments for patients at hospitals and other medical facilities.
8	Instruct patients of the preparation requirements for their investigations. This requires interpretation of the clinical details on the request form, to ensure that examinations are appropriately booked and accurate preparation instruction given.
9	Enter Medical Staffs leave onto the computer system and adjust the clinics accordingly.
10	Provide information to the Reception Supervisor regarding any clinic adjustments.
11	Ensure all clinic outcomes are recorded onto the ATS in a timely and accurate manner.
12	Maintains logs and records of activities and prepares monthly routine summaries as necessary.
13	Perform additional duties as assigned

### **Qualifications, Competences and Skills**

#### **Education**

	High School graduate or equivalent
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#### **Experience**

	2 to 4 years experience directly related to the duties and responsibilities specified.
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#### **Licensure**

	Not Applicable
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#### **Language**

	High proficiency English while Arabic is an advantage.
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#### **Computer Proficiency**

	Not Applicable
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#### **Performance Competencies**

1	Strong communication and interpersonal skills., Ability to interact and communicate with people.
2	Skill in the use of personal computers and related software applications. Ability to

	analyze and solve problems.
3	High skills in public relations and customer service
<b><i>Principle Working Relationships and Remarks</i></b>	
1	Reception Manager, Discharge Supervisor, Operator
2	Patients, Visitors, Customers