

JOB DESCRIPTION

Designation: Receptionist

Name:	Mina Magdy Shohdy Assad
Section/Department:	Customer Service
Reporting to:	Team Leader
Responsible for/Reporting Staff:	

Purpose and Scope of the Job

Reception staff need to serve the patient in Perform specified routine procedures such as greeting , directing patients , answering routine/administrative inquiries and billing process

Main Duties and Responsibilities/Performance Standards

1	Greets patient & visitors, initiate registration process, and provides routine information about his /her working area when necessary.
2	Handles phone enquiries from patients and others and communicating through emails.
3	Reviews patients registration data for cash and insurance patients
4	Counsels patients and families regarding financial issues such as insurance, eligibility for assistance and verifies insurance coverage with insurance companies.
5	Records patient billing codes and obtains signatures forms.
6	Responds as appropriate to enquiries from patients and coordinates the resolution of related problems.
7	Notifying direct supervisor about the presence of distinguished people or from royal family to give special care in their visit.
8	Give information and marketing of new services while interacting with patients.
9	Clear explanation of invoices, OPD follow up and patient share for insurance cases.
10	Handling of patient concerns and raise to direct supervisor for further actions.
11	Review doctor's schedule and clinic arrangement for accurately directing patients.
12	Ensure daily closure of cash/credit invoices with main cashier and submitting insurance documents through DMS.
13	Ensure all patient concerns are met and they are satisfied from the service rendered.
14	Provide extra mile service to ensure high level patient satisfaction.
15	Maintain high standard & quality performance to attract more customers.
16	Maintain an attractive and charming personality.
17	Full knowledge of all information related to hospital services, so as to respond customer inquiries effectively and accurately.
18	Should have the ability to self-control when dealing with customers and when they feel angry or irritated.

Qualifications, Competences and Skills

Education

A Bachelor degree in any discipline

Experience

Minimum 1 year

Licensure

Not Applicable

Language

Good in Arabic and English Languages.

Computer Proficiency

Good in word and outlook

Performance Competencies

1	Professional integrity
2	Basic in business excellence
3	Professional in customer focus
4	Basic in communication skills
5	Professional in ownership
6	Professional in safety and Quality
<i>Principle Working Relationships and Remarks</i>	
1	Reception Team leader, Reception Supervisor.
2	Patients.