

Job Details

Job Grade Level		Employee Category	
Department	Patient Experience	Sub-Department	Administration
Clinical/Non clinical	Non -Clinical	Patient Facing (Y/N)	Yes
Direct Reports (Y/N)	NO		

Reporting Relationships

Reporting to (Functional)	C-Care Uganda Patient Experience Manager IHK.
Reporting to (Administrative)	C-Care Uganda Patient Experience Manager IHK.

Job Summary (Main Purpose)

This position involves receiving, registering, directing, and billing patients while providing exceptional customer service. The Administrative officer is responsible for accurate patient information collection, insurance verification, billing processes, and maintaining positive patient interactions.

Main Duties/Responsibilities**Patient Registration**

- Greet and welcome patients and visitors in a courteous and professional manner.
- Collect and accurately record patient information, including personal details, insurance data, and medical history.
- Ensure all required forms and documents are completed and signed by patients.
- Patient bookings.

Insurance Verification.

- Verify patient insurance coverage and eligibility, including co-pays and deductibles.
- Communicate insurance-related information to patients and assist with inquiries.
- Collaborate with insurance providers to resolve any discrepancies or issues.

Billing and Payment Processing:

- Generate and review patient bills, ensuring accuracy and completeness.
- Explain billing procedures and financial obligations to patients.
- Collaborate with the team and supervisor to resolve billing inquiries or disputes.
- Posting invoices and presenting them to clients
- Presenting of updated interim bills and invoices to clients. Sending any invoices to insurance which need to be preapprovals.
- Closing of visits in the system and submitting the invoices to the vetting team

Patient Relations.

- Maintain a friendly, welcoming, and patient-centric atmosphere.
- Handle patient inquiries, complaints, or concerns in a professional and empathetic manner.
- Ensure patient confidentiality and privacy are strictly maintained.
- Ensure capturing and facilitating immediate resolution of patients' complaints. Issues must be broken down into urgent plan of action affecting patient satisfaction.

- Report service gaps to ensure interventions.
- Maintain working knowledge of the appointment system i.e., times of all clinics, duration of appointments, knowledge of computer system, doctors' rotas, procedures for booking routine and urgent appointments.
- Switchboard management/ Operation of telephone. Receive and make calls as required in an efficient, professional manner according to C-Care protocol
- Information security. Ensure that all patient interactions are dealt with confidentially and any confidential paperwork is dealt with in accordance with C-Care protocol.

Patient Directing.

- Direct patients to appropriate departments or healthcare professionals.
- Provide clear and concise directions within the facility to ensure a smooth patient flow.
- Address any patient concerns or questions regarding their visit.

Key Skills and Competencies

Qualifications <i>Formal education required for competence in the job</i>	<ul style="list-style-type: none"> • A minimum of a diploma in any business field.
Experience	<ul style="list-style-type: none"> • At least 1 year working in a service industry.
Behavioural Competencies	<ul style="list-style-type: none"> • Good interpersonal skills. • Good communication skills (Verbal & Written) to communicate effectively with clients, the team, and other staff. • Computer Literacy especially MS Office • Experience in a similar field is desired. • Exceptional Customer service • Ability to multi-task • Flexibility, attention to detail, professionalism, time management, telephone etiquette.

Please note that your Job / Service Objectives is not an exhaustive list of tasks and duties, but serves as a guideline for daily duties, which may evolve from time to time according to the business requirements.

Document Details

**Job
Identifier
Original
Date**

**Process
Owner
Revision Date**

Head Of Human Resources