

Receptionist

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Company: STAR SERVICES LLC

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

Job Description

This role plays an important role in ensuring that any patient who visits the center is given with the highest level of service. Also, the job role will act as a bridge between the patient and the medical operation team, responsible for the management of patient's appointment.

Administration

Greet and welcome the patient to the center

Register patient information on the system as per the center's protocol

« Verify and update patient's information and assisting them to complete all necessary forms and entering them onto the system

Check daily appointment schedule of assigned dentist and schedule patients' appointment accordingly

Check notes made by the dentist before making the booking or giving an update to the patient.

Ensure that medical insurance is approved before confirming the appointment with patient

Call and reschedule those patients who missed their appointment

Fill in cancelled and no-show appointment

Confirm upcoming appointment and providing update to the assigned dentist

Answer and manage other incoming calls

Maintain and manage patient records up to date

Patient Relation

Ensure that patient is treated with utmost care as per the general service standards of the center

Monitor movement of patient at the reception area

Ensure that patient does not leave any items at the reception area (ie. Emirates ID, etc)

Ensure that all checked in patients are sent to room promptly

Provide update to patients in case there will be changes in their appointment

Remind patients about the protocol of the center

Manage any patient's concerns/issues before escalating to Senior Receptionist

Compliance

Maintain and update patient information in compliance with the data protection policy of the

center

Keep oneself up to date about the new / changes in policy and procedure in the center

Attend any renewal training arranged by the center

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