

JOB SPECIFICATION / DESCRIPTION

QR-MGM-HR-016



DEPARTMENT	: OPERATIONS	ISSUE DATE	: JULY'2020
JOB TITLE	: Assistant Manager	VERSION	: 1.0

JOB SPECIFICATION

Qualification: Any Diploma / Graduate / Post Graduate.

Preferably Healthcare Administration.

Experience: Minimum 5 years of experience in the relevant field.

Job Summary: Responsible for managing both IP and OP process protocols and consultant's management skills.

Additional Skills

- Verbal Ability
- Problem solving / Decision-making
- Interpersonal Skill
- Communication skills

Approved By


(HOD)

HAZEL CATHERINE

Received By

(Employee's Signature)

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- Prepare a list of patients admitted under Mother and Child Department
- Meet the patient in the morning and ensure they are comfortable and address their concerns, if any.
- While on rounds, check for planned discharges of the day.
- Ensure the following is done for discharges planned:
 - Discharge summary is ready
 - For TPA patients - photocopy is done and collected by the nursing staff (previous night)
 - Obtain clearance from supporting departments - Blood Bank, Pharmacy
 - Update Billing card is updated and cross checked in Arcus Air
 - Send the billing card to Billing department
 - Once clearance is received, ensure patient vacates the room
- Obtain Feedback from patients on the day of discharge and for all OPD patients
- Coordinate for TLC (cake cutting, gift hamper, etc) for newborns and their mothers.
- Prepare weekly discharge TAT scorecard

Approved By

(HOD)


(HAZEL CATHERINE)

Received By

(Employee's Signature)

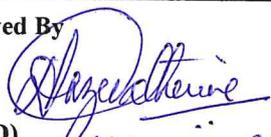
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- Maintain the asset checklist of 6th floor
- Ensure the Room readiness checklist is updated after every discharge and the same to be documented.
- Will be the first level of complaint handling of all Varam and Paediatric patients.
- Ensure daily huddle meeting with the stakeholders happen at 4 pm / as per schedule.
- Carryout any other job as and when assigned by the reporting authority.
- To participate and contribute to department and Organization quality initiatives.
- To be aware of departments performance and objective.
- To adhere to the safety norms of the Hospital, follow both patient and Staff Safety rules.

Approved By

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