

## 1. Coordinator – Customer Care, NIF

<b>Position Title:</b>	Coordinator – Customer Care, NIF		
<b>Band:</b>	B1/B2/B3	<b>Department:</b>	Operations
<b>Reports to:</b>	Clinical Director, NIF Center	<b>Reported by:</b>	NA

<b>Job Objective</b>
To assist and coordinate the clinical attention given to the patients of the Clinic, assuring that the service is provided in the best possible condition

Detailed duties and responsibilities	
<b>Operational</b>	<ol style="list-style-type: none"> <li>1. Assist in basic patient history taking and noting patient/donor history in SIVIS</li> <li>2. Counsel the patients and the accompanying family members about the benefits and risks of IVF (IVF or any other investigation / procedure / treatment as advised by the gynecologist/consultant) transparently to enable the conversion of appropriate cases</li> <li>3. Provide with details to the patients and the accompanying family member about the formalities &amp; procedures that will be followed in cases of successful as well as failed cases of failure.</li> <li>4. Financial counseling to the patients for packages and treatment advised to the patients</li> <li>5. Coordinate and assist in matching the donor and recipient cycle</li> <li>6. Maintain data/records of IVF patients whenever suggested by the consultant e.g. Maintaining IUI/ICSI pregnancies in SIVIS, Live Birth registry,</li> <li>7. Monitor the reporting and monitoring mechanisms with respect to the quality at Center and as per the clinical bench marks defined by NIF</li> <li>8. To listen and solve the feedback, complaints of the patients in coordination with operations departments</li> <li>9. Champion adoption of SIVIS at the center and input all the required clinical data in SIVIS</li> <li>10. Keep track of the patients' progress and keep the referring OB-GYN Specialists informed at periodic intervals.</li> <li>11. Assist Operation and Sales &amp; Marketing team in designing patient education, awareness programs and organize CME programs to Sales Executives and Practicing Doctors</li> <li>12. Ensure the maintenance of hygiene and cleanliness in order to achieve least number of hospital acquired infections</li> <li>13. Oversee safekeeping of center medical records and ensure availability at all times for auditing &amp; reference purposes</li> <li>14. Oversee duty rosters in order to ensure effective utilization of manpower</li> </ol>

Key Result Areas	
	<ul style="list-style-type: none"> <li>• Completeness of SIVIS records</li> <li>• Internal Stakeholder customer satisfaction</li> <li>• Compliance to SOPs</li> <li>• Patient satisfaction index (feedback)</li> <li>• % Deviations from regulations as a part of periodic audits</li> </ul>

<b>Qualification</b>	MBBS (Recognized MCI council degree) or a 4-year degree from an institution (recognized by Central council of Indian medicine) such as BAMS (Ayurveda), BUMS (Unani-Tibb), BHMS
<b>Experience</b>	1-2 years of experience in the domain operations preferably in Healthcare sector
<b>(Indicative)</b>	

External Interface	Internal Interface
<ul style="list-style-type: none"> <li>• Referring OBG specialists</li> </ul>	<ul style="list-style-type: none"> <li>• Clinicians and Consultants, RMOs, Center Operations</li> </ul>
<b>Approved by:</b>	

**Date:**