

Job Description: Patient Support Coordinator

Position Summary

Patient Support Coordinator is responsible for managing patient communication, emergency case coordination, patient counseling, appointment management, report coordination, and cross-functional collaboration to ensure seamless patient care and treatment continuity. The role requires strong clinical coordination, patient engagement, and adherence to telemedicine and organizational protocols.

Key Responsibilities

1. Patient Support & Tele-Consultation Management

- Attend and manage inbound and outbound patient calls efficiently.
- Provide immediate tele-guidance and support to patients and caregivers.
- Address patient concerns and ensure timely resolution or escalation.
- Maintain high standards of patient support and service delivery.

2. Emergency Response & Critical Care Coordination

- Identify emergency and critical care situations during patient interactions.
- Escalate emergency cases as per established clinical protocols.
- Coordinate with RMOs, ICU teams, consultants, and relevant departments for urgent interventions.
- Ensure timely communication during critical patient situations.

3. Telemedicine Compliance & Prescription Management

- Issue online prescriptions following tele-consultation and Medical Officer guidelines.
- Ensure compliance with telemedicine regulations, documentation standards, and organizational policies.
- Maintain accurate records of tele-consultation activities.

4. Patient Counseling & Education

- Counsel patients regarding:
 - Disease symptoms and management
 - Medication usage and side effects
 - Chemotherapy/Radiotherapy care
 - Dietary recommendations
 - Treatment plans and next steps
- Provide empathetic support to patients and caregivers.
- Enhance patient understanding, treatment adherence, and satisfaction.

5. Continuity of Care & Treatment Support

- Provide tele-support for Night Care and Day Care patient queries during weekends and holidays.
- Ensure uninterrupted patient care and minimize treatment delays.
- Follow up with patients regarding treatment schedules and ongoing concerns.

6. Care Coordination

- Coordinate detailed handovers of emergency and ongoing patient cases.
- Communicate patient updates through EMR, WhatsApp, and other approved communication channels.
- Ensure continuity of care between shifts and departments.

7. Out Side Departmental Coordination

- Collaborate with:
 - Radiation Oncology Department
 - Laboratory Services
 - Radiology Department
 - Treating Consultants like Physicians ,Surgeon
- Facilitate timely communication and resolution of patient-related issues.

8. Report Coordination

- Track diagnostic and investigation reports.
- Inform patients regarding report availability and delivery timelines.
- Ensure reports are communicated accurately and on time.

9. Appointment Management

- Schedule, confirm, reschedule, and coordinate patient appointments.
- Maintain appointment accuracy and minimize scheduling errors.
- Coordinate with clinicians and departments for smooth appointment flow.

10. Patient Conversion & Treatment Follow-up

- Maintain records of new patients and treatment status.
- Support financial counseling and treatment cost discussions.
- Conduct regular patient follow-up calls to encourage treatment continuation and conversion.
- Track patient conversion metrics and treatment adherence.
- Prepare and share patient tracking reports as required.

Key Performance Indicators (KPIs)

- High call handling efficiency and patient support quality.
- Timely escalation of emergency cases.
- Compliance with telemedicine and prescription guidelines.

- Improved patient satisfaction and treatment adherence.
- Reduced treatment delays and uninterrupted patient care.
- Accurate and timely clinical handovers.
- Effective interdepartmental communication.
- Timely report communication.
- Error-free appointment management.
- 90% patient conversion rate.
- 100% patient follow-up completion.
- Timely submission of patient tracker reports.

Required Skills & Competencies

- Patient counseling and communication skills.
- Telemedicine and healthcare coordination knowledge.
- Emergency response and escalation management.
- Clinical documentation and EMR proficiency.
- Appointment and workflow management.
- Interpersonal and stakeholder coordination skills.
- Empathy, patient-centric approach, and problem-solving ability.
- Ability to work during weekends, holidays, and rotational shifts when required.

Preferred Qualification

- Bachelor's degree in Nursing, Life Sciences, Healthcare Management, Pharmacy, or related healthcare field.
- Experience in telemedicine, oncology coordination, patient counseling, or healthcare operations preferred.

Please share your resume at: contact@pmspl.net.in