

CALL CENTRE EXECUTIVE

Job Summary:

The Call Center Executive at our homeopathy clinic serves as the primary point of contact for patients, managing inbound and outbound communications to ensure exceptional service. This role involves scheduling appointments, addressing patient inquiries, and maintaining accurate records to support the clinic's operations and enhance patient satisfaction.

Key Responsibilities:

1) Patient Communication:

Professionally handle incoming calls, addressing patient inquiries, concerns, and appointment scheduling needs.

Conduct outbound calls to remind patients of upcoming appointments and follow-up on treatment progress.

2) Appointment Scheduling:

Efficiently schedule, reschedule, or cancel patient appointments, ensuring optimal utilization of clinic resources.

Coordinate with medical staff to confirm availability and manage any scheduling conflicts.

3) Record Maintenance:

Accurately input and update patient information in the clinic's electronic medical records system.

Ensure confidentiality and compliance with data protection regulations.

4) Patient Support:

Provide patients with information about the clinic's services, treatment options, and general homeopathy practices.

Address patient complaints or concerns promptly, escalating issues to the appropriate department when necessary.

5) Collaboration:

Work closely with front desk staff and healthcare providers to ensure seamless patient experiences.

Participate in team meetings to discuss improvements in call centre operations and patient care strategies.

6) Performance Metrics:

Meet or exceed individual and team performance targets, such as call handling time, patient satisfaction scores, and appointment conversion rates.

Provide feedback on recurring patient issues to help improve clinic processes and services.