



NETCARE

# Vacancy

Closing date: 30.11.2023

## Role profile

Role title	Admissions Co-ordinator
Division	Akeso Clinics
Location	Akeso Kenilworth Clinic
Reporting structure	Admin and Finance Manager

## Role summary

An Admissions Co-ordinator is responsible for pre-admissions, admissions as well as communicating with various members of staff to ensure a professional admission.

## Key work output and accountabilities

### Patient Admissions

- Arranging pre-admission of all patients, ensuring patients are aware of requirements prior to admission
- Liaising with therapeutic units and referring professionals regarding bookings of all admissions
- Managing patient booking system, liaising with nursing and other units regarding bookings
- Admission of all patients to the clinic, including all paper work and where needed, legal requirements
- Obtaining preauthorisation's for all admissions, liaising with case managers regarding patient benefits and limits
- Dealing with all walk-in, unscheduled admissions
- Following up on all after hours admission
- Maintaining a record book of all admission
- Assist with all admission enquiries, internal and external
- Orientation of new patients to the layout of the clinic, rules of the clinic and daily routine
- Constantly strive to increase patient flow through pre-admissions department
- Liaise directly with wards with regards to problematic admissions, and give feedback to staff
- Escorting patients to the wards
- Providing information about the financial aspects of hospitalisation
- Maintaining statistical admission data and communicating same to management

## Consulting

- Consulting with doctors on a regular basis to ensure that the service standard is maintained
- Consulting with Management and HOD's to ensure that the service standard is maintained

## Reporting

- Collect manual daily stats from the pre-admission clerks on a regular basis to add to excel spreadsheet
- Compiling of monthly stats
- To work through bed bookings list on a regular basis to identify patients that have not been pre-admitted, and produce stats on a monthly basis
- Submit monthly reports to the financial manager and Nursing services manager on all Pre-admissions stats

## Administration

- Preparation of admin file for case management
- Maintaining a record book of all admission
- Collection of all initial private fees
- Managing patient booking system, liaising with nursing and other units regarding bookings
- Managing waiting list

## General Tasks

- Dealing with queries from customers
- Dealing with complaints and compliments
- Switchboard relief
- Handling cash if required
- Filing of documentation
- General reception administration and related duties as required

## Skills profile

### Education

- Grade 12 / Matric

### Work experience

- 1-2 years' experience in a similar role
- Previous Admissions experience an added advantage

### Knowledge

- Excellent written and oral communication skills,

- Excellent organisational skills
- Must be able to function well within a team
- Fully computer literate
- An understanding of confidentiality issues and the use of discretion

#### KPA's

- Professional Administering of patients
- Liaison with various members of staff
- Administration of bookings
- Record keeping and reporting thereof
- Collection of fees
- Assisting with queries both internal and external
- Orientation of new patients

#### Non Managerial/ Specialist Skills

Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers.  *Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.

#### Values and behaviours

Netcare values	<p>At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence.</p> <ul style="list-style-type: none"> <li>• Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.</li> <li>• Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.</li> <li>• Compassion - We engage everyone with compassion and respond with acts of compassion in all interactions with our patients and their families.</li> <li>• Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.</li> </ul>
The Netcare way	<p>Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:</p> <ul style="list-style-type: none"> <li>• I always greet everyone to show my respect.</li> <li>• I always wear my name badge to show my identity.</li> <li>• I am always well-groomed to show my dignity.</li> <li>• I always practise proper hand hygiene to show my care.</li> <li>• I always engage to show my compassion.</li> <li>• I always say thank you to show my appreciation.</li> <li>• I always embrace diversity to show I am not a racist.</li> </ul>

## Application process

### Netcare is an equal opportunity employer

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [kwc.recruitment@akeso.co.za](mailto:kwc.recruitment@akeso.co.za)

#### Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division within which you will be employed.
- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.
- If your application is not successful, we will retain your CV and other information provided on our electronic system for 12 months. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.
- Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.

