



Example of Patient Relations Job Description

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Our innovative and growing company is searching for experienced candidates for the position of patient relations. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for patient relations

- Investigates and facilitates resolution of quality of care concerns/complaints/grievances for all patients and families/visitors by engaging with their healthcare providers
- Answer all internal/external incoming calls in a kind, professional, and timely manner
- Handle voicemails & portal messages on Patient Relation Line throughout the day and forward calls when appropriate
- Responsible for handling patient questions and/or complaints to resolution
- Responsible for escalating issues to Director of Patient Relations when appropriate
- Collaborates with Finance Department on billing concerns
- Communicates Patient's Rights and Responsibilities to patients and staff
- Investigates patient complaints from various sources (staff, family, visitors, patients, physicians, and written correspondence)
- Reports all physician complaints
- Reports all quality of care and potential litigation cases to Vice President of Patient Care Services, Director, Quality and Nurse Leadership within 24 hours or immediately if patient is still in the hospital

Qualifications for patient relations

- Experience in all aspects to developing and maintaining marketing strategies to meet organizational objectives

- Defuses angry customers
- Undergraduate degree and preferably graduate degree in business, health economics, natural/social sciences, medicine or closely related discipline
- Several years of direct experience conducting strategic or operational Patient Advocacy Relations work
- Experience in one of the following areas like Market Access, Marketing, Public Affairs, Medicine or related functions