



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. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for patient relations

- Assist in overseeing vital documents and policies relative to Patients Rights
- Assist in developing and implements departmental and organization wide policies, procedures and education programs as it relates to complaint management and patient advocacy
- Cultivates patient awareness and a patient-service mentality among employees to enhance patient satisfaction
- Acts as an internal consultant and referral system for management of optimal patient satisfaction
- Serves as liaison within various departments to resolve patient complaints
- Contacts necessary departments, follows through with departments and patient to ensure problem resolution
- Establishes results-oriented professional relationships in order to realize institutional goals and objectives while focusing on patient satisfaction
- Collects data and creates database reports on patient issues
- Provides data reports utilized by the Patient Satisfaction Committee to assess quality care
- Performs daily and ongoing satisfaction rounds on each patient to ensure level of satisfaction with care as optimal

Qualifications for patient relations

- Proactively rounds on units, serving as a resource to patients, families and staff - thereby facilitating issues relating to a patient's hospital experience

- Ability to perform data entry, proofread and edit information for accuracy
- Exceptional communication skills and ability to communicate with all levels of leadership throughout the organization
- Press Ganey Software
- CAHPS knowledge