

Amala
REDEFINING CARE everyday in every way

New Courses

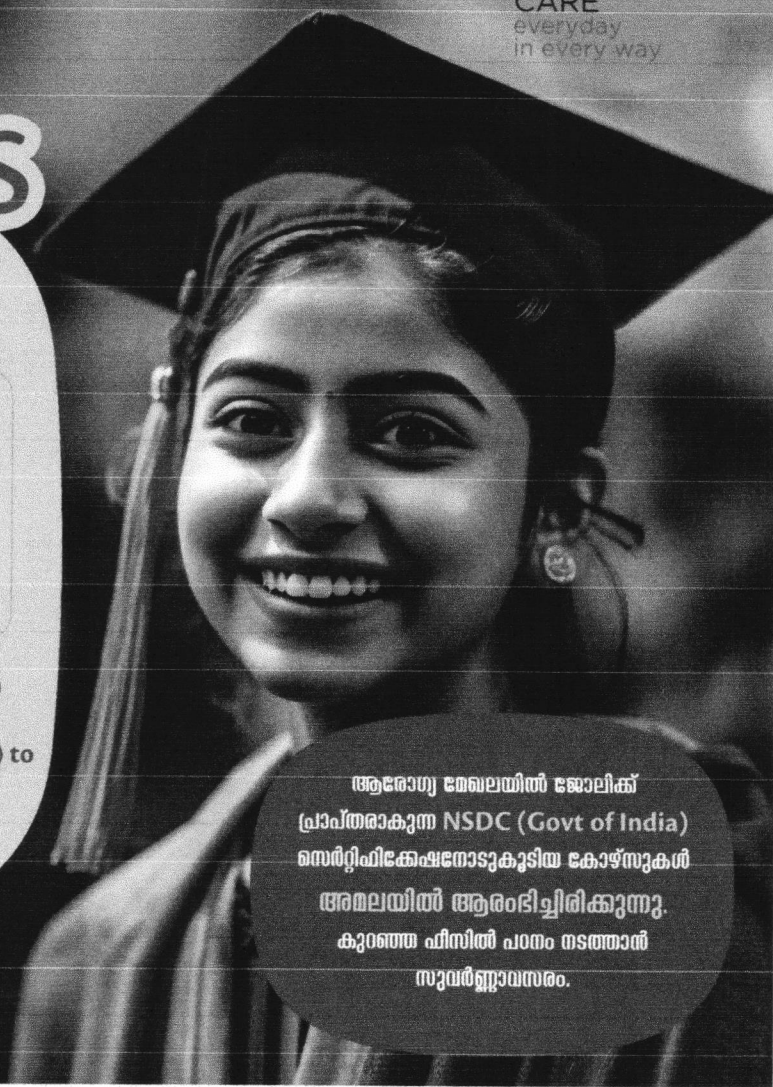
HFDC

(Hospital Front Desk Coordinator)

- Qualification - **Degree Pass**
- Age - **20-30**
- Seat - **20**
- Duration - **6 Months**

Call : **8281050380** (09.00am - 05.00pm)
 Placement possibility for topmost students
 Interested candidate may send CV (Resume) to
hrd@amalaims.org

Last date on or before
12-07-2025



ആരോഗ്യ മേഖലയിൽ ജോലിക്ക് പ്രാപ്തമാകുന്ന NSDC (Govt of India) സർട്ടിഫിക്കേഷനോടുകൂടിയ കോഴ്സുകൾ അമ്മലയിൽ ആരംഭിച്ചിരിക്കുന്നു. കുറഞ്ഞ ചിലവിൽ പഠനം നടത്താൻ സുവർണ്ണാവസരം.

ഡിഗ്രി വിദ്യാഭ്യാസം പൂർത്തിയാക്കിയവരിൽ ആരോഗ്യ മേഖലയിൽ അഡ്മിനിസ്ട്രേഷൻ വിഭാഗങ്ങളിൽ ജോലി ചെയ്യാൻ താല്പര്യപ്പെടുന്ന വിദ്യാർത്ഥികൾക്കായി കേന്ദ്ര സർക്കാറിന്റെ കീഴിലുള്ള NSDC സർട്ടിഫിക്കേഷനോടുകൂടിയ HFDC (6 മാസം) എന്ന കോഴ്സിന്റെ 2-ാം ബാച്ചിലേക്ക് അഡ്മിഷൻ തുടരുന്നു. 20 സീറ്റ് മാത്രമുള്ള കോഴ്സിൽ ഏതാനും സീറ്റ് മാത്രമാണ് ബാക്കിയുള്ളത്. കുറഞ്ഞ ചിലവിൽ Health care പ്രോഫഷണൽ ആകാൻ അമ്മല നിങ്ങളെ സ്വാഗതം ചെയ്യുന്നു.





GPS Map Camera



Google

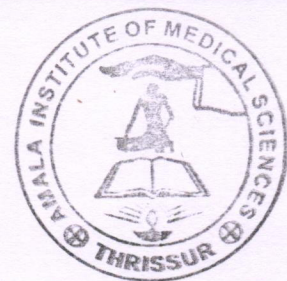
Thrissur, Kerala, India

Lat 10.560926°

Long 76.168384°

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Note : Captured by GPS Map Camera

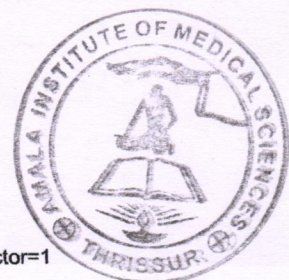




GPS Map Camera



Thrissur, Kerala, India
Lat 10.561476°
Long 76.167907°
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Note : Captured by GPS Map Camera





GPS Map Camera



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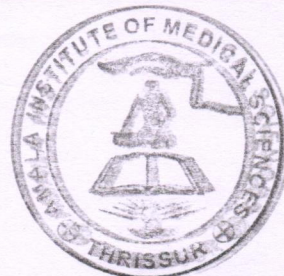
Thrissur, Kerala, India

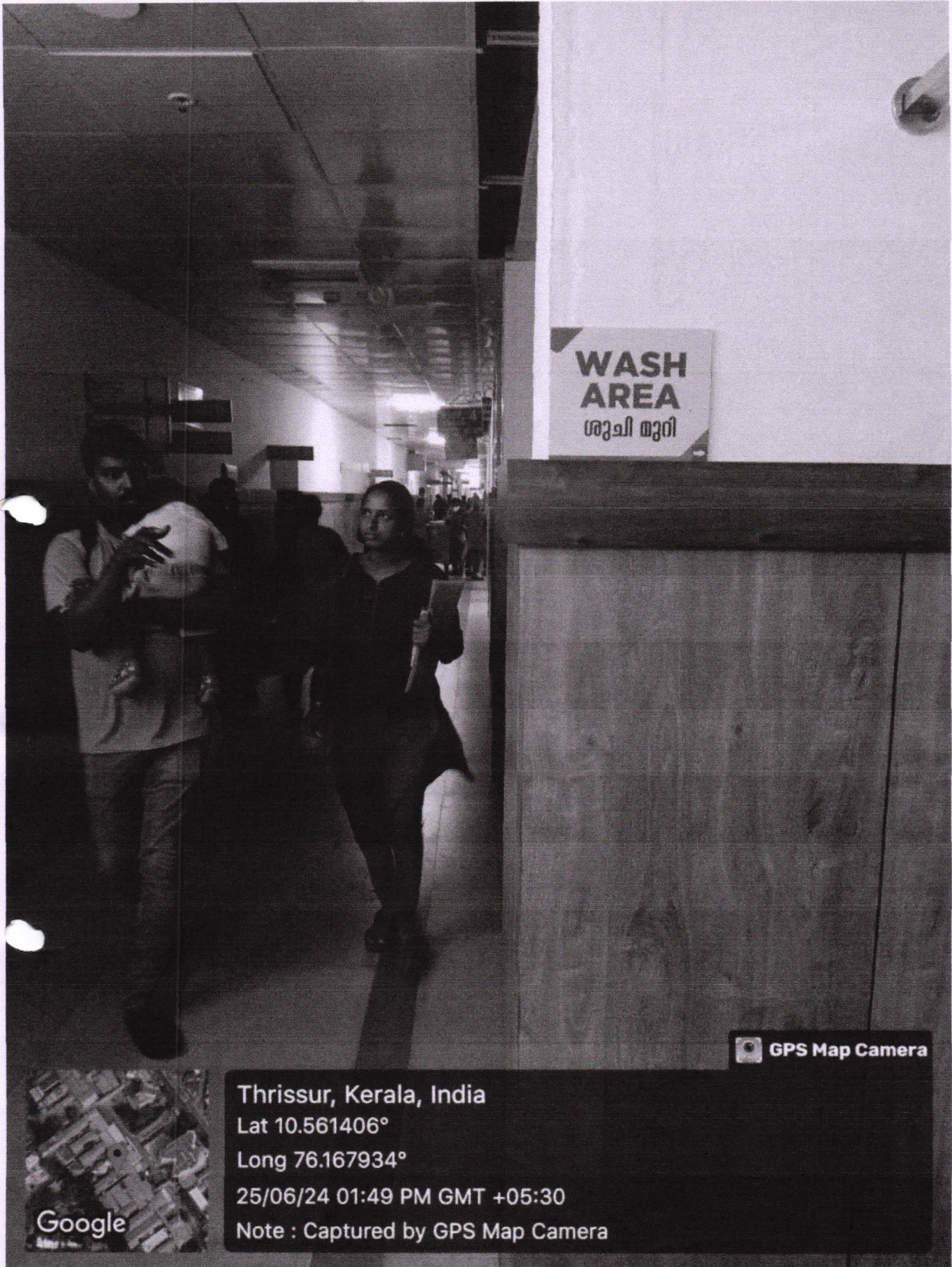
Lat 10.561482°

Long 76.167902°


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Note : Captured by GPS Map Camera





**WASH
AREA**
ശുചി മുറി

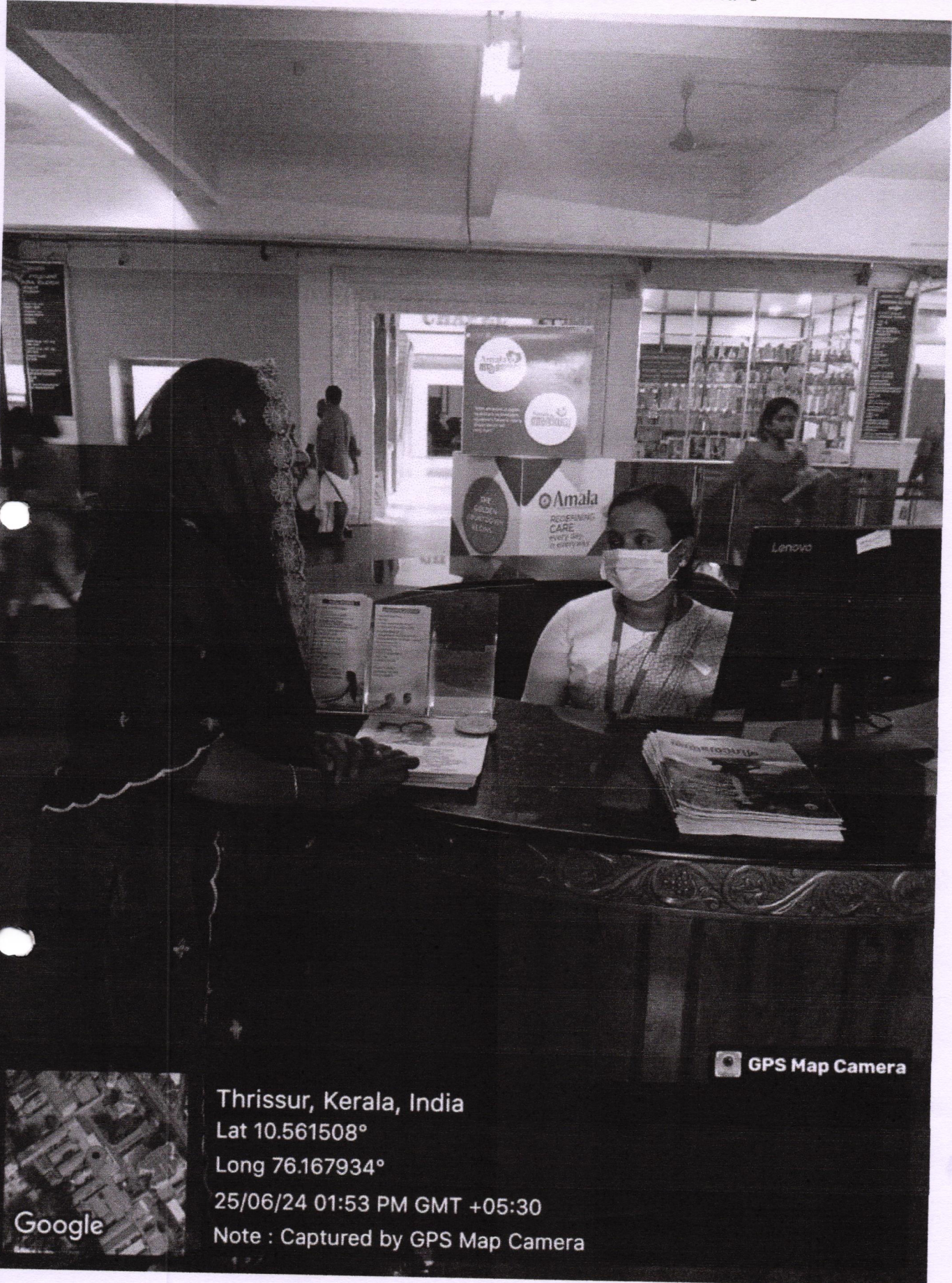
 **GPS Map Camera**



Thrissur, Kerala, India
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 Long 76.167934°
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 Note : Captured by GPS Map Camera



CCA



GPS Map Camera



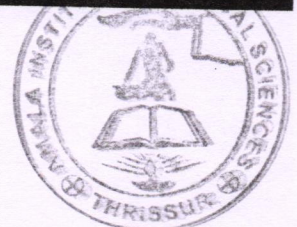
Thrissur, Kerala, India

Lat 10.561508°

Long 76.167934°

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Note : Captured by GPS Map Camera



Job Description for Emergency Medicine Department PRE

1. Meet Emergency Medicine admission patients and share treatment details with bystanders within 30 min intervals. Maintain a register.
2. Assisting no bystander patient for registration, inform their family members and support them to pay discharge bills.
3. Identify the cross consultations delay, and follow-up with respective department duty MO & PG Doctors.
4. Manage death body releasing delay by coordinating with ED nurses and patient bystanders.
5. Arrange bed for referral outpatient by coordinating with outside hospital ED team.
6. Handover MLC death, assault intimation to Peramangalam Police station.
7. Arrange ambulance for death, referral out and Lama patients.
8. Arrange bed for refer in patients by coordination with respective departments and ICU's.
9. Share treatment follow ups of RTA patients to bystanders on priority basis.
10. Collect surgery rate from OT coordinator and share with bystanders took consent. Share Emergency Surgery charges with patients if necessary.
11. Give financial counselling to bystander regarding ICU rent , ventilator charges , Cardiology & Neurology procedures and before get consent signed.
12. Initiate credit facility for needy patients and Amala staff & relatives.
13. Clarify the doubts of ESI,ECHS,VSSC, Medisep and private insurance patients by coordination with insurance team.
14. Concessions facility for IP and ED discharge patients by coordination with HOPE Team.
15. Share details with operations team(EMD AIMS Whats app group) for referral in and referral out patients.
16. Talk to LAMA patients bystanders to change their decision.
17. Accompany with VIP patients and share treatment follow-ups.
18. Clear shifting delay to rooms and wards by coordinating with Kess care.
19. Share Xray ,CT and MRI rates with bystanders and clear the delays.
20. Update ED Google sheet on daily basis with respective details.
21. Accompany with Stroke Protocol Patient for MRI Stroke Screening to make sure no delay. Update details at our stroke Sheet (Google sheet)
22. Collect patient feedback and Google reviews.
23. Intimate foreign patient admission details with our legal officer Adv. Phinergreev.



24. ED PRE , First point of contact, to handle the dead body handover delay from ICU's and Wards by coordination with Duty Supervisor and Security Supervisors.
25. Dead body handover coordination from mortuary.
26. Check the room availability at night shift, identify the rooms which are not allotted.
27. Pre admission counselling (PAC)
28. Death form writing at ED and evening time at ward / ICU side.
29. Share regularly daily Lama Details with Coordinator .
30. Avoid any kind of personal payment support with patience Like G-pay, Phone Pay etc to close their bills.

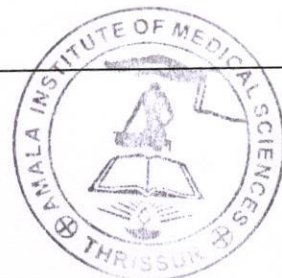


Job Description for Customer Care Associate

- 1) Welcome OP Patients to hospital with a pleasing smile.
- 2) Professionally work at designated OP areas with dignity.
- 3) Guide, accompany patients and bystanders to reach respective locations.
- 4) Brief the patient and the bystander about the availability of doctor and waiting time.
- 5) Ensure patients requirements all met at the time of consultation.
- 6) Assisting Senior citizens, VIP, patients to concerned OPs and Scanning Locations..
- 7) Work as a team player to ensure each patient receives the best service possible.
- 8) To interact with other staff and carryout proactive measures to solve issues.
- 9) Create a rapport with Op Doctors, OP staff, front office on Daily Basis.
- 10) Collect patient feedback and Google reviews.
- 11) Initiate credit facility for VIP patients, Amala staff & relatives.
- 12) Politely deal with patient issues, concerns, and complaints to protect the interests of patient and hospital.
- 13) Collect details of on duty doctors at designated op areas and report in the morning.
- 14) Share Op detailed report before leaving the Duty.
- 15) Calling OP and Discharged Patients for Appointments, follow ups and feedback.
- 16) Attending Patients calls for doctor appointments .
- 17) Take responsibly of All other duties assigned by in charge and Management.
- 18) Work with at insurance department assigned areas and politely deal with clients.
- 19) OP cross consultation delay from wards and Rooms.
- 20) Working at Amala Ayurveda Hospital front desk.
- 21) Google review collections.

Customer care staff Services

1. Amala family care/One Amala (CMI Fathers & Relatives , Nuns, Amala Staff & Relatives , Amala Fellowship members.
2. Multiple Op Coordination.



3. Health Cards and Health Check ups
4. OP Fast track Services
5. International Patient Assistance
6. Surgery fitness Patient assistance
7. Amala Ayurveda Help desk.

Senior Citizen Assisting Team

Senior citizen defined an elderly person, especially who has attained the age of sixty years or above.

Our objective is to treat older persons fairly from the time they arrive at our hospital, it will avoid their chaos helps to improve our patient experience and satisfaction.

Our Senior Citizen Assisting Team members proactively identify those persons and support to overcome their confusion.

Duties And Responsibilities

- Welcome Senior Citizen to hospital with a pleasing smile.
- Obtaining patients' name, addresses, contact number to initiate the registration process.
- Assisting patients for filling out patient history forms and cash & card payments.
- Collect details of ESI,ECHS,VSSC and arrange credit facility by coordination with insurance team.
- Accompany senior citizen to concerned consultation OP's.
- Arrange wheelchair or trolley facilities.
- Informing delays and waiting time in a friendly and professional manner.
- Accompany them to pharmacy for buying prescribed medications.
- Provide post appointment support for the patients.
- Create awareness and arrange medicine free home delivery service.
- Politely deal with patient issues, concerns, and complaints.
- Create awareness among Doctor rounds timing and encourage for refreshments.
- Collect Google reviews and feedback.
- Arrange cab facility as they requested.



JOB DESCRIPTION- HOSPITAL FRONT DESK COORDINATOR

Job Title- HOSPITAL FRONT DESK COORDINATOR	
Job Specification	
<u>Required Educational Qualification</u>	Any Degree
<u>Minimum Years of Experience</u>	6 Six Month HFDC Training at Amala
Job Duties & Responsibilities	
<ul style="list-style-type: none">• OP Assistant will Assist the doctor's at OPD.• Assist the patient at OPD.• Greet the patient and Bystanders with pleasant smile.• Replace the file of the patient to MRD .• Take Vital Signs ,GRBS Monitoring and some procedures related to the OPD.• Prepare OP chart and admission chart.• Send articles to CSSD for autoclave.• Collect the doctor token and coordinate with MRD for patient files.• Call the patient to the OP according to the token number.• Assessment of height, weight and temperature of the patient.• Accompanying the patient to other referral OPs.• Be polite and keep good relationship with doctors departmental staff, patients and by standers.• Maintaining registers and files.• Billing of OP procedures.• OP cleaning and bio medical waste management.• Inventory maintaining.• Preparation of OT list.• OP opening and closing.• Assist the doctors in OP procedures in the absence of nursing assistants.• Any other duties assigned by the Directors/HOD/In charge.	
Skills Required for the Job	
<ul style="list-style-type: none">• Proven working experience.• No fear of decision-making.• Ability to multitask and manage time.• Proficient user of MS Word and MS Excel.	

