



#GrowWithGoenka



Patient Relations Associate

Duration - 9 Months

Academic Associations



GD Goenka
School of
Medical &
Allied Sciences



GD
Goenka
University



International
Accreditation
Organization
(IAO)



National Skill
Development
Corporation

Overview

This certificate will provide the student a comprehensive overview of public relations and quality management in healthcare settings. The course will equip the student with the best practices of implementing a quality system in a hospital or other healthcare organization. Patient Relations Associates are appointed in each hospital. The associates at a medical office is responsible for much of the day-to-day client facing business of a healthcare facility that includes arranging appointments, greeting visitors, organizing charts, confirming appointments, handling payments, and anything else the healthcare facility needs taken care of on an administrative level

Objectives

After completing this course, participants will be able to:

- Enhance skills for coordinating activities at hospital front desk, registration services & coordination with healthcare team.
- Perform certain administrative task such as maintenance of records, paperwork, billing, and coordination during patient referrals, administrative & basic management.
- Facilitate customer service excellence and patient satisfaction.

Pedagogy

Holistic teaching method (blended learning) characterized by its focus approach, stressing the importance of scenario based practice with the help of latest tools and techniques. There will be comprehensive lab work requiring demonstrated competency to receive a satisfactory grade.

Course Contents

- Introduction to Hospital Policies and Procedures
- Hospital Information System (HIS) – Medical Software Applications
- Third Party Administrator operations and Cash Management
- Quality in Healthcare – Service and Medical Quality
- Consent, Reporting & Documentation
- Basic Life Support

Course Highlights

- Theory + Practical - 300 Hours + 300 hours
- Internship – 450 Hours
- Eligibility – Graduate (any stream)

**0% INTEREST LOAN
SCHEME AVAILABLE**



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