



VACANCY: JOINT MEDICAL HOLDINGS

DIVISION:	ISIPINGO HOSPITAL
JOB TITLE:	PATIENT SERVICES MANAGER
PURPOSE OF POSITION	
The purpose of a Patient Services Manager (PSM) is multifaceted, encompassing several key objectives aimed at enhancing patient satisfaction, optimizing operational efficiency, ensuring financial integrity, and fostering organizational excellence within Joint Medical Holdings.	
KEY PERFORMANCE AREAS	
Key Responsibilities: Overseeing the following Departments	
<p>Case Management</p> <ul style="list-style-type: none"> Overseeing rollout and adherence to Care Risk Management Procedures and Protocols. Resolving rejections related to case management and supervising Case Management staff. Leading and guiding a team of case managers, fostering teamwork and professional growth. Keeping updated on industry trends and regulations in case management. Efficiency management within Case Management and Clinical Coding. Cultivating sound working relationships with internal and external customers. Managing Case Management write-offs and internal DSO within parameters. Ensuring accuracy and integrity of data management, including coding and billing processes. <p>Overseeing Debtors Department:</p> <ul style="list-style-type: none"> Supervise the debtor’s department, ensuring effective management of outstanding accounts. Develop strategies for debt recovery and minimize financial risk. Provide guidance and support to debtor’s department staff. <p>Reception Management:</p> <ul style="list-style-type: none"> Provide leadership, guidance, and support to receptionists, including scheduling shifts for operational needs and conducting performance evaluations. Organize training sessions to enhance team skills and knowledge. Oversee maintenance of reception area supplies and equipment and assist in developing and implementing reception policies and procedures. <p>Bill Audit:</p> <ul style="list-style-type: none"> Effective management of the Bill Audit team ensuring efficiency and accuracy in releasing the patient files to the funders Ensure accurate ICD 10/ CCSA coding and timely completion of month-end deadlines. Manage rejections effectively. <p>Retention and Development of Staff:</p> <ul style="list-style-type: none"> Conduct job performance management in accordance with group standards. Develop individual development plans for key staff members and ensure training plans align with group objectives. Ensure completion of online assessments and coding courses for care risk managers. Familiarize all staff with Patient Services Policies and Procedures. 	
COMPETENCIES (The following will be advantageous)	
MINIMUM REQUIREMENTS (Educational Qualifications & Experience)	<ul style="list-style-type: none"> Relevant Bcom Degree Advanced coding qualification Knowledge of medical aid rules, pre-authorization & confirmations essential. Proven experience in a supervisory or leadership role, preferably in a healthcare setting. Proficiency in computer applications, including electronic medical records systems. Knowledge of medical terminology and healthcare regulations is an advantage.



SKILLS AND COMPETENCIES (Practical & Technical)	<ul style="list-style-type: none">• Strong communication, interpersonal, and problem-solving skills.• Ability to multitask, prioritize, and work effectively under pressure.
BEHAVIOURAL ATTRIBUTES (Personality Characteristics)	<ul style="list-style-type: none">• Possess strong leadership, communication, and problem-solving skills. Adaptable, customer-focused, and capable of working well in a team. Attention to detail, empathy, and professionalism are also crucial attributes. Additionally, organizational skills and a commitment to continuous improvement are essential for ensuring smooth operations and providing excellent service to patients and visitors.
JMH VALUES (Commitment)	<ul style="list-style-type: none">• Respect for Individual Dignity: We uphold the dignity of every individual.• Excellence in Service to Doctors: We ensure top-quality service delivery to our physicians through efficient processes, clear communication, and proactive support, meeting their needs and exceeding expectations.• Trust and Development: We aim to nurture trust among our team members and offer training and growth opportunities to help them realise their maximum potential.
CV's together with supporting documents should be submitted to: isirecruit@jmh.co.za – Please include position applying for in the subject line	
Join our team at Isipingo Hospital and contribute to our mission of providing exceptional care to our patients and community. Apply now to become our Patient Services Manager and make a difference in healthcare delivery. NB: Only short-listed candidates will be contacted. Closing date for applications 05 June 2024 Yours faithfully Jenny Bux - Group HR Manager	