

# Patient Co-ordinator

## Job Description/Role Profile

### Summary of Role

The key objective of the role of the **Patient Coordinator** is to operate as a key part of a multidisciplinary IVF Clinic team to provide excellent patient care and experience for all individuals and couples embarking on their fertility journey.

Our **Patient Coordinators** are a key point of contact for all Sims IVF patients/clients and as such is an ambassador for the Sims Group. The role holder is responsible for optimising clients/patients' satisfaction through the efficient operation of the Cork Clinic office and all administrative functions at Sims IVF, Cork and will report to the Lead patient Coordinator.

### Key Duties/Responsibilities

#### Patient Support

- Answering patient queries
- Directing calls where necessary
- Meeting and Greeting Patients
- Appointment Bookings and Payments
- Dealing with external suppliers and contractors
- Coordinating the patient-experience from initial contact to post treatment; in a constructive, professional, and empathetic manner.
- providing clear and concise information to patients through various communication tools

#### Administration

- Admissions – Processing new patients.
- Invoicing, Payment collection and Billing
- Document Scanning, Data Entry
- Providing timely administrative support to our multi-disciplinary team of Doctors, Fertility Nurse Team and Embryology
- Data Entry of Key Sample Analysis Results
- Process Employee access permit
- Process Visitor access permits

## Patient Co-ordinator

### Job Description/Role Profile

#### Key Behavioural Competencies

##### **Personal Leadership**

- Always acts with honesty and integrity.
- Has a realistic sense of self and impact on others
- Demonstrates patience and perspective in dealing with difficult situations.
- Accepts ownership of role and accepts accountability of role objectives.

##### **Patient Care/Customer Service**

- Demonstrates an ability to deliver excellence in standards of service to patients/clients.
- Presents a caring, engaging, and positive manner with patients/clients.
- Demonstrates an ability to obtain a clear understanding of patient/client needs.
- Let's patient/client know he/she is willing to work with them to achieve best outcome.

##### **Teamwork**

- Works co-operatively and effectively with colleagues from own and other departments with different skills and objectives to achieve best outcome.
- Listens and respects other points of view.
- Open to learning and passing on better ways of doing things.
- Open to innovative ideas with an ability to follow and implement protocols and procedures and clinic initiatives with his/her clinic colleagues.

##### **Attention to Detail**

- Ensures that one's own and others' work and information are complete and accurate.
- Follows required procedures to ensure high quality of work.
- Verifies information.
- Carefully reviews and checks the accuracy of information provided by others.

##### **Initiative**

- Identifies what needs to be done and acts before being asked or the situation requires it.
- Seeks out others involved in a situation to learn their perspectives.

##### **Managing Change**

- Demonstrates support for innovation and for organisational changes needed to improve the organisation's effectiveness.
- Supporting and implementing organisational change

## Patient Co-ordinator

### Job Description/Role Profile

#### Essential

- Education: 3<sup>rd</sup> level Qualification / PLC
- Minimum of 3 years' previous experience working with clients/patients working as a key part of an administration or client-support team in the private/public sector
- Fluency in English language – Advanced level - written and verbal.

#### Desirable

- Previous experience working in a healthcare environment.

#### Core Working Hours – 37.5 per week

- 7.30am – 3.30pm – Monday – Friday or
- 8.00am – 4.00pm – Monday to Friday
- Hours to be agreed locally / occasional weekend work may be required.

#### Application Details

- Please submit a cover letter & up-to-date CV
- Email subject Line- **Patient Coordinator Role July 2025**
- Send to: [recruitment.cork@sims.ie](mailto:recruitment.cork@sims.ie)

**Closing date for this recruitment will be 5pm Tuesday January 21st**