



THE EVEWELL

## Patient Services Coordinator

### About The Evewell

The Evewell is a group of (currently two) independent prestigious private clinics at Harley Street and West London specialising in gynaecology and fertility treatments. Each Evewell clinic is a fully integrated centre of medical excellence dedicated to caring for and protecting all aspects of a woman's gynaecological and reproductive health.

The Evewell is committed to providing patients a high level of individualised patient care. We aim to have satisfied patients and a happy team who are fulfilled by their jobs and can truly care for their patients.

We value diversity, and you will find an inclusive environment where everyone is driven by the same values and purpose.

### Role overview

## Patient Services Coordinator

We are seeking a Patient Services Coordinator, to work as part of the Patient Services Team, to liaise with and coordinate effective and smooth treatment pathway for fertility patients at The Evewell.

The Patient Services Coordinator will work with the various teams at The Evewell to coordinate treatment cycles for fertility patients and work with the Patient Services Manager to manage all prospective new patients to the centre.

The successful candidate will be confident, with clear communication and a real focus on providing outstanding customer service. They will be versatile and flexible, happy to work across various roles and tasks to ensure the smooth running of the clinic.

They will also be able to adhere to processes and protocol and have the ability to prioritize workload in order to meet the clinic's objectives and work well in a tight knit team. They will possess excellent attention-to-detail and be able to work accurately and efficiently in a pressured environment.

### Duties and responsibilities

#### *Patient acquisition*

- Responding to all new fertility enquiries in a timely and comprehensive manner giving bespoke advice on booking options
- Dealing with telephone and e-mail enquiries in a professional manner and ensure that all information given is up to date and accurate.
- Organising, taking part and following up with all attendees for the virtual patient open evenings.
- Contributing to data reports for the Patient Services Manager and Patient Service Director

#### *Treatment coordination*

- Contacting patients with treatment plans to explain their preparation for treatment
- Creating, sending and explaining tailored costings letters for all treatment cycles
- Liaising with the nursing team to book nurse consultations as appropriate
- Keeping accurate and up to date records of communications with patients
- Maintaining an awareness of workflow in other departments to foresee issues and streamline processes

### The ideal candidate will be



## THE EVEWELL

- Confident, with clear communication and a real focus on providing outstanding customer service
- Versatile and flexible, happy to work across various roles and tasks to ensure the smooth running of the clinic
- They will be able to adhere to and follow, processes and protocol
- Can prioritise workload in order to meet the clinic's objectives and work well in a tight knit team.
- They will have excellent attention-to-detail and the ability to work accurately and efficiently in a pressured environment.
- Excellent telephone and written manner
- Exceptional organisational skills
- Proficiency in Microsoft Office

### Benefits

- Discretionary bonus
- Cycle to work scheme
- annual season ticket loan
- 6.6 weeks' holiday inclusive of bank holidays

### Location

- Roles are available at the Hammersmith locations.
- This is a clinical role which must be undertaken on-site. There will be no opportunity for remote/home working.

### Job type

- Permanent

### Hours

- Monday to Friday, 9 hours per day, 8am to 6pm

### Salary

- £28,000-£30,000 per annum

### Experience / qualifications

- Minimum 1 years' experience working in a fertility clinic setting

### Other

- This post is subject to an Enhanced DBS check.

### Diversity and Inclusion

The Evewell is committed to making sure that every applicant is assessed solely on personal merit and qualifications. We believe diversity in the workplace leads to a positive and stronger team and value the diversity of our colleagues. At The Evewell we advocate a culture of inclusivity where you can bring your true self. We'll make sure you are treated fairly, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.