



VISION 2020 e-resource

-for eyecare management worldwide

Patient's Counsellor
- Job Description

Patient's Counsellor Job Description

Job Title: Patient's Counsellor	Working Hours: Specific to the hospital
Location: Place of work	Reports To: Managers of Counsellors
Department:	<p>Out – patient section</p> <p>In – Patient section</p> <p>Operation Theatre and</p> <p>Diagnosis Centres</p>
Prime Job	To satisfy the patients by giving medical advice and also clearing their doubts regarding other eye diseases and to reduce the doctor's time.
Main Responsibilities:	
<ol style="list-style-type: none"> 1. To minimize the doctor's time by explaining and clearing the doubts of the patients. 2. To help the patients to finish the investigations on time in each department. 3. To explain about the intensity of the disease and to encourage the patients to come for follow-up. 4. To explain to the patients about the locations and facilities available in the hospitals to enable and help them to select the appropriate place to take treatment. 5. To participate and work for the Out reach camps. 	

Key Tasks:

1. To minimize the doctor's time by explaining and clearing the doubts of the patients:

1.1 To keep the work area neat and clean.

1.2 Explaining about cataract, Diabetic Retinopathy, Glaucoma and other eye diseases of children.

1.3 Must encourage and comfort the patients who have to undergo surgery in the operation theatre.

1.4 Clarifying the doubts of the patients over telephone or in person and replying to the letters.

1.5 Preparing yearly calendar for proper functioning.

1.6 Getting the necessary things from the store or from the respective places.

1.7 Arranging the registered patient's case sheets or medical records.

1.8 Must encourage the patients and increase the census of incoming patients.

1.9 Must take accounts of daily registrations

2. Counsellor's duties in each department to help patients finish their investigations on time:

2.1 Counsellor's duties in Out Patient department:

- To explain to the patients about the modern methods of cataract treatment and its cost.
- To make advance registration for surgery over phone or in person.
- To create awareness to the Day care patients by showing video clips.
- To issue motivation cards to the patients who are not willing for surgery and encourage them to visit the hospital again.
- To prepare the accounts of the follow-up patients.

2.2 Counsellor's duties in the Retina department

- Explaining to the patients how diabetes affects the eye and encouraging them to come for follow-up.
- Giving dates and time to the patients who are recommended for Angio tests and laser treatment and insisting them to have a follow up.

2.3 Counsellor's duties in the Paediatric department

- Explaining to the parents about the defect in their children's eye and making them come for re-check up.
- Explaining to the parents about the exercises for their amblyopic children.
- Explaining about the importance of wearing spectacles for the correction of eye defects.

2.4 Counsellor's duties in the Glaucoma department

- Applying drops and explaining about follow-up to the patients with eye pressure.
- Emphasizing on the importance of laser treatment.

2.5 Counsellor's duties in In – patient's section

- Counselling the inpatients about the rules and regulations to be exercised before and after the surgery.
- Preparing the patients mentally for surgery.
- Explaining about the health and hygiene and the rules of the hospital.
- Explaining to the patients the reasons for not being taken to surgery. (DP, Diabetes, Red Eye)
- Providing the medicine to be applied after surgery.
- Must enquire about the welfare of the In-patients in person.

3. Explaining about the intensity of the disease and encouraging the patients for follow-up:

3.1 Explaining about cataract, Diabetic Retinopathy, Glaucoma and other eye diseases of children.

3.2 Advising the patients to come for follow-up regularly

3.3 To welcome and give essential explanation to patients who come for follow-up

4. Guiding patients to the respective locations and explaining about the facilities in the hospital:

4.1 Guiding the patients to the destination after the counseling is over

4.2 Explaining about the health and hygiene and the rules of the hospital.

4.3 Counselling the inpatients about the rules and regulations to be exercised before and after the surgery

4.4 Explaining patients about the modern methods of treatment and surgery

5. To participate and work for the Out reach camps:

5.1 Participating in the free camp and diabetic camp

5.2 Calculating and functioning according to the attendance of the camp patients

5.3 Informing the details of the camp patients to the respective officers.
(Organizer, sponsor, Manager)

5.4 Accounting the camp patients.

5.5 To help the patients who are brought through camps to get the best and specific treatment and assist them till they are discharged.

JOB QUALIFICATIONS

1. Requires scientific knowledge of eyes.
2. Requires sufficient computer knowledge
3. Good language proficiency
4. Should be a confidant.
5. Needs to be active with a pleasing smile.
6. Requires to converse according to the patients.
7. Should be able to help the patients on their positions.

Working Relationship:

Needs to have good interpersonal and professional relationship with colleagues, paramedical staff and doctors.

Freedom To act:

- To introduce innovative ideas in the counselling practices
- Taking independent decisions on managing the general out-patient department counselling

Approving Authority:

Signature of Receiver: