

## **SCOPE OF SERVICES–COUNSELING DEPARTMENT**

1. Ensuring that financial counseling is done for all patients who are recommended for admission.
2. Counseling new admissions – Cash, Insurance, and Credit on the estimate cost for the hospitalization of the patient.
3. Counseling of night admissions through ER in the following morning
4. Daily Follow-up on outstanding /Collection / Deposits against bills of admitted cases.
5. Repeat counseling in case the bill exceeds the initial estimate.
6. Handling Billing counsels and billing queries with the support of ward clerks and billing team.
7. Coordinating with the doctors and others areas so as to resolve patient's problems and queries
8. Providing approximate estimate of treatment to the patient.
9. Advise on cash deposits at the time of admission.
10. Seek to improve communication and coping skills and strengthen the self-esteem and / of with the patients.
11. Enhancing the patient's effectiveness and ability to cope with the hospitalization.
12. Improving the patient's ability to establish and maintain relationship.
13. Collaborative effort between the counselor and patient.
14. Identify goals and potential solution to problems which cause (DEATH) emotional issues.
15. Guidance and Counseling for situational problems and personal needs of the patient and the attenders.
16. Discharge counseling to be done while doing rounds.
17. Handling patient and attenders grievance.