

## **Bone Marrow Transplant Co-ordinator**

Conceptualized in the year 2004 as a philanthropic initiative for the Eastern and North-Eastern parts of India and the neighboring countries, the Tata Medical Center (TMC) started operations in Kolkata on May 16, 2011. The hospital is governed by a charitable trust – Tata Medical Centre Trust. It is an integrated Oncology facility with well-trained professional staff and equipped with modern facilities and the most contemporary medical equipment. The hospital was designed by Cannon Design, a renowned architectural firm from North America. It is located on 13 acres of land at New Town in Kolkata, West Bengal.

The Hospital, with a capacity of 437 beds, serves all sections of the society, with 75% of the infrastructure earmarked for subsidized treatment for the underprivileged sections. It provides a wide spectrum of services from diagnosis and therapy to rehabilitation and palliative support. The Institution's objective is to excel in service, education and research.

Tata Medical Center, Kolkata, has strived to be one of the leading cancer care and research institutions in the country and has benefited West Bengal as well as the adjoining states and neighbouring countries.

TMC is also running many academic programmes and has entered into institutional collaborations in education, research, and outreach programmes in the field of interdisciplinary medical, research and technology. To fulfil the above objectives TMC invites applications for the position of:

### **Bone Marrow Transplant Coordinator**

#### **Job Description:**

#### **GENERAL SUMMARY/ OVERVIEW STATEMENT:**

The Bone Marrow Transplant (BMT) Coordinator is responsible for coordination of the evaluation and preparation of patients for Hematopoietic Stem Cell (HSC) transplantation, cellular therapies, and long-term management of patients, post-treatment.

Problems encountered have a significant level of complexity due to both clinical and logistical issues. Independent thinking and a high degree of problem solving and innovation are required to resolve complex and unanticipated problems, applying appropriate interventions to individual patients and patient problems while performing daily tasks.

The BMT Coordinator is also expected to serve as a clinical resource for other team members, patients/family/caregivers and community clinicians. Although supervision and direction are provided by the BMT Program Manager and physicians, the BMT Coordinator has wide latitude in decision making within written organizational and department policies and principles (i.e., Delegation Protocols and Clinical Program SOP Manual).

## PRINCIPAL DUTIES AND RESPONSIBILITIES:

- A prospective BMT patient, once identified, will be conveyed to the coordinator by the consultant or concerned fellow in person or through the CISCO number. Thereafter, coordination between the patient, services, administration (including customer care), and the respective consultant and the BMT fellow will be one of their key responsibilities.
- Maintain a hard-copy and soft-copy register/diary of prospective patients (including their phone numbers) and seek follow-up from the attending consultant on a periodic basis. This register will also mention prospective funding options for the patient.
- Coordination with the following departments on all matters pertaining to a BMT patient :
  - Admission Desk,
  - Operation Theatre/Cath Lab,
  - Billing : Customer care executives / Finance
  - Radiology
  - Social Assessment Team,
  - Nursing: BMT nursing and hospital nursing admin as and when reqd.
  - Department of Clinical Hematology and Cellular Therapies and Department of Paediatric Haematology and Oncology (treating teams)
  - Allied specialties involved in treating a patient undergoing transplant
- A patient undergoing BMT (same as HSCT and used interchangeably herein) may need to navigate the hospital services on matters pertaining to clinical care, nursing care, diet, imaging, billing, etc. Coordination with the OPD and other visiting specialties (Cardiology, Respiratory Medicine) regarding pre-BMT work-ups. He/she may need to facilitate care / consultation with these consultants at their primary workplace when they are not available at TMC by maintaining a SoP with the consultant's secretary/appointment desk.

The BMT coordinator will help **coordinate any and all** such services so that patient care and satisfaction are ensured.

- The -coordinator will maintain the file for BMT Clearance cum Estimation Sheet. Estimation and clearance will be given from the Billing/Customer care end (in coordination with Senior GM-Operations/Sr. Manager - Billing).
- Maintaining proper documentation inside the BMT for future reference and retrieval.
- Coordination with the Ward CCEs regarding bed availability for admission of BMT and BMT donor patients, as applicable.
- Financial counselling and required coordination with insurance desk and social assessment desk (as applicable).
- Maintaining individual patient BMT files that shall contain the following documentation:
  - BMT checklist,
  - BMT Clearance cum Estimation Sheet,
  - pre-BMT work-up documents,
  - HLA reports (both for the patient and donor),
  - Any relevant investigations that are done outside TMC and hence reports are not available in HMS

- Conditioning chemotherapy regimen plan
- List of imported medicines, if any
- Patient identification details (Passport, Aadhaar Card, Voter ID card, PAN card, and at least two valid contact numbers, email address).
- In case the patient is on a clinical research study, mark an appropriate clinical study number/accession code on the file.
- If a patient needs bio-banking of samples (as informed by the doctor), facilitate counselling and bio-banking of the appropriate sample.
- Facilitating patient data collection and participating in clinical research studies.
- Preparing and mailing for Apheresis and Cath Lab procedures to all the concerned members (like the Haematology group, Cath Lab, nursing, and customer care).
- Checking and maintaining consents (Apheresis + Transplant) for transplants and ensuring that they are in patient file prior to admission. There may be multiple consents for a patient (BMT consent, CIBMTR consent, Research study consent, etc).
- Ensure that HLA reports of patient and donor (including verification confirmatory typing) are in patient file. In case of haploidentical transplants and non-HLA-matched transplants, HLA antibody screening, DSA (as applicable) reports to be placed in patient file.
- DONOR REGISTRY COORDINATION: Coordination with DATRI/DKMS Coordinator about cell procurement. Relevant SOP pertaining to cell procurement needs to be followed. The BMT coordinator will help coordinate any and all aspects of this process right from initiating a MUD search to getting the product delivered to TMC
- TMC serves as a cell collection center for more than stem cell registries. All aspects pertaining to donor workup and collection for MUD products will be done by the BMT coordinator under supervision of the Apheresis lead in BMT.
- OUTPATIENT SERVICE APPOINTMENTS AND COORDINATION: Regulate the OPD service as follows:
  - Monday : Autologous Stem cell transplant and Long term follow ups
  - Tuesdays (Step-down/acute care for the first 100 days post-BMT),
  - Thursdays (Long-term care >100 days post-BMT)
  - Fridays (Post-transplant paediatrics patients).
  - Reversal to primary consultant's OPD: Auto-BMT >100 days after transplant,
- Day care for patients being administered short courses of infusion-based therapy (e.g. antibiotics, antivirals, etc.) either in daycare areas or in BMT OPD infusion area. Required coordination with nursing team and daycare customer care for arranging slots need to be done.
- The BMT Coordinator will inform the Customer Care team of the list of patients who will be available for non-paid OPD services and the relevant investigation/procedures. Coordination with associated departments, like Blood Bank, Pathology, and Radiology with respect to service-related issues.
- Maintaining statistics for costs related to the transplant for each transplant patient and their donors, which can be retrieved easily for future reference. Cost-audits will be done quarterly and presented in the BMT business meeting. This will have to be prepared well in advance by the BMT coordinator.

- BMT Coordinator needs to ensure that mails are sent out prior to each BMT MDT meetings: Tuesday: 8 AM. The coordinator shall attend the meeting and make note of any treatment or logistic plan relevant to patient management. Relevant information will have to be communicated to patient or his/her relatives after discussion with the treating team.
- Participate in mandatory training programs conducted by various departments.
- For patients getting admitted for post-transplant complications, coordination with the consultant/treating team, Customer Care, and Social Workers is necessary. Proper and timely communications need to be made with all the personnel concerned.
- Maintaining stock and keeping a correct record of the free medicines issued to the patients (MR number, IP/OP number, issued by, received by, number of vials/strips received, date of transaction, etc.) - To be handled by TATA 1MG personnel in coordination with the BMT Coordinator. Drug receipt and issue will be done by pharmacist designated for the same. BMT coordinator will be responsible for **all documentation pertaining to the application of imported medicines under the 'compassionate access program'**. This will include (but not restricted to): The details are enlisted in the CUP program SOP.
  - Getting prescription made by respective consultant on TMC letterhead
  - Applying on CDSCO portal
  - Getting import permit
  - liaising with government authorities for respective clearance
  - Applying on CUP portal of respective issuing agency
  - Liaising with courier authorities
  - Liaising with treating physicians after receipt of drug
  - Maintaining log of items received
  - Liaising with any agency other than ones mentioned above starting from drug application to drug receipt.
  - A report of CUP medicine log to be sent to physician in charge of CUP program in the first week of each month. This will be mailed to CEO Finance by the physician in charge.
- TMC is a nodal center under the Thalassemia Baal Seva Yojana Program of Government of India. The BMT coordinator will be responsible for:
  - Enlisting a patient under TBSY program and referring to Social welfare (SW) department for necessary application formalities.
  - liaising with SW regarding status of application
  - Liaising with Thalassemics India on issues pertaining to application and any and all aspects as required.
  - Follow up application status on portal and ensure relevant documents from clinicians are provided to SW department as may be necessary
  - Attend periodic meetings (virtual) of TBSY along with a member from the clinical team.
  - Maintain clinical status log of the patients transplanted under the program and submit quarterly updated (excel sheet) to the responsible physician, SW head and CEO Finance and others as deemed relevant by physician in charge. The sheet will also contain log of post-transplant expenses and funding support used.

- Help in organising HLA typing camps (within and outside TMC) from time to time under guidance of the treating team. This may need liaison with third parties.

In executing the above responsibilities, he/she shall work under the supervision of the responsible physician(s).

#### **QUALIFICATIONS:**

##### **Required:**

- Masters in Science streams or Master in Hospital Administration with additional qualification in BMT.
- B. Pharm / Pharm D or equivalent

##### **Preferred:**

- Experience in Operations /Patient Care management
- Experience in quality management

##### **Experience:**

- Minimum one-year experience in Blood and Bone Marrow Transplant or Haematology. Experience of working as a coordinator in a solid organ transplant program at a reputed Institute may also be considered.

#### **Required Skills, Knowledge, and Abilities**

- ❖ Demonstrated knowledge of logistic coordination of adults and/or children living with acute and chronic life-threatening illness, caregiver needs, and coordination of clinical care across disciplines and the care continuum, finally to provide best possible care.
- ❖ Excellent communication skills and ability to work effectively within teams.
- ❖ Ability to work after hours and on weekends.
- ❖ Proficient in Microsoft Office (Excel, Word, PowerPoint, Outlook).
- ❖ Knowledge of stem cell transplant and cellular therapies strongly preferred.
- ❖ Awareness of hematologic malignancies commonly treated with blood and bone marrow transplants is preferred.
- ❖ Familiarity with Hospital management systems including medical records, ordering, and scheduling is preferred.

**\*For more details and application forms, please log on to our website today: [www.tmckolkata.com](http://www.tmckolkata.com)**

**You may please Email or Post applications by 15<sup>th</sup> August 2025 to:**

Mr. Suvasish Mukherjee, Head-Human Resources, Tata Medical Center, 14 MAR (EW), New Town, Kolkata – 700160.

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