

## Ambulatory Assessment Unit

<b>Job Title:</b>	AAU Administrator
<b>Base:</b>	Level 4 Ambulatory Assessment Unit - JR
<b>RESPONSIBLE TO:</b>	Ward Managers Assistant
<b>Contract Type:</b>	Permanent
<b>Grade:</b>	Band 3
<b>Hours of work:</b>	As advertised

**Summary:** The purpose of this role is to provide an efficient and high standard of clerical support for the medical teams within the Acute Medicine and Rehabilitation Directorate – Ambulatory and Urgent Care Pathway. To ensure that a welcoming and professional customer service is provided to patients and visitors at all times to assist with both the booking of inpatient admissions and outpatient appointments, discharging of patients from the service whilst also maintaining timely and accurate completion of the patients electronic records and required databases for statistical purposes.

### RESPONSIBILITIES

- Act as a first point of contact for patients, relatives and visiting staff, welcoming them to the ward/office and dealing with any queries regarding admission, discharge, visiting times, accommodation, insurance, parking.
- Answering the telephone in a professional and welcoming manner, responding to enquiries where possible and escalating appropriate enquiries to the nursing or medical teams.
- Completing the necessary documentation for the admitting and discharging of patient using the patient administration system (Cerner Millennium)
- Record and maintain information on the patient administration system (Cerner Millennium), ensuring that all recorded data is in adherence with the Data Protection Act.
- Booking appointment for outpatient clinics, printing out clinic lists for the medical staff overseeing the clinic.
- Assist the Unit and Ward staff with arranging discharges such as coordinating patient transport.
- Photocopying, scanning and moving of patient notes onto EPR using ScanIT
- Liaise with patients/relatives to issue patient sickness certificates and relative parking permit forms referring any queries regarding these to the ward manager or unit coordinator.
- Where needed sorting incoming mail and directing as appropriate in a timely manner.
- Assist patients who may wish to claim expense.
- Order stationary for the ward/unit as required and maintain non-medical records filing for the ward.

- Complete necessary documentation for the unit's patients to comply with hospital, statistical and management information requirements.
- Maintain confidentiality of patient information at all times and to have a good working knowledge of data protection policies.
- Exercising judgement and initiative to analyse and resolve problems, taking appropriate action, or referring to your line manager or unit manager as appropriate using own judgement.
- Support the ward staff in the smooth running of the Unit and when possible support Ward Clerks and Ward staff in Directorate.
- Communicate with other hospitals and community hospitals to arrange patient transfers, maintaining a good working relationship with relevant staff.
- Support doctors to provide timely discharge documentation by chasing up any outstanding documentation on a daily basis.
- Undertake surveys/audits as requested by the Ward Manager /Matron.
- To complete all mandatory training according to Trust and local policy through liaison with your supervisor.
- To provide cover for other Units within the Directorate during periods of leave and absence.
- A flexible and positive attitude is essential.
- Perform any other duties appropriate to the grade and objective of the post as directed by the ward managers assistant, such as taking ward meeting minutes.
- To take responsibility for personal and professional growth and maintain a record of professional development experiences.