

## JOB DESCRIPTION

**Job Title:** MR Coordinator / Ophthalmology

**Band:** Band 3

**Department:** Head and Neck Department

**Responsible to:** MR Team Leader

**Accountable to:** General Manager



## **JOB PURPOSE**

To support the provision and management of the IVT waiting lists at Doncaster and Bassetlaw Teaching Hospitals and provide administrative support to the Divisional clinical admin teams.

The post holder will provide administrative/reception service support to facilitate the patient pathway. The post holder will work flexibly across services to provide a booking service, process clinic changes, call centre cover, processing of referrals and undertaking a range of general admin tasks as and when required.

The post holder will build and maintain close working relationships across the clinical administrative teams, using Standard Operating Procedures (SOP's) to ensure functions of the role are carried out correctly and within given timescales.

The post holder will ensure accurate data recording using the Patient Administration System (PAS) and E-referral and other systems; and via the use of Patient Tracking Lists (PTLs) book outpatient/inpatient events in accordance with clinical instruction and national/local waiting time target dates.

The post holder may be expected to work on a rota basis to ensure appropriate service cover at all times; this may include cross site working/cross cover with other reception areas/wards.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Management of Waiting List**

- Maintain IVT waiting lists, ensuring that Trust waiting time targets are achieved
- Plan IVT lists and liaise with Consultants, Secretaries and General Manager as necessary to ensure that the mix of patients and procedures is acceptable
- Identify suitable patients for sub-contracts and agree transfer with patients and sub-contractor
- Liaise with other waiting list offices within the trust
- Cancel IVT lists as required and notify patients of cancelled or changed admission dates.
- Liaise as appropriate with clinicians and clinical administration teams to ensure correct recording of patient pathways
- Provide an outpatient/inpatient booking service, using PTLs and agreed processes to ensure effective use of clinic/theatre capacity in accordance with national/local/clinically instructed waiting times
- Using Patient Target Lists (PTLs), proactively monitor waiting lists to ensure patients are appointed in line with clinical instruction/national/local waiting times, escalating where capacity does not allow
- Allow early opportunity to escalate capacity issues in accordance with SOP
- Work closely with colleagues from the cancer performance team, to ensure patients are managed through the pathway in line with the prescribed time scales. Escalating issues to the team leader necessary.
- Ensure appropriate administrative actions for activity outcomes in line with clinical instructions and SOPs; this includes accurate recording of Referral to Treatment (RTT) codes and system discharges

### **Administration**

- Use Patient Administration System (CAMIS) to record and examine information about patients in order to maintain data quality on the system
- Arrange Pre-admission assessments and admission dates with patients, by direct negotiation by telephone; ensure that patients receive correct starting instructions and other relevant information about their admission
- Locate and retrieve case notes for patients prior to elective admission; pre document patients and prepare case notes according to local requirements
- Set up Consultants' waiting list codes and patient notifications on CAMIS
- Print out CAMIS reports in relation to waiting lists, expected TCI dates and other waiting list related summaries
- Maintain a record of clinical staff absences to ensure that admissions and
- IVT lists are booked appropriately
- Contribute towards Data Accreditation process, ensuring procedures are documented and regularly reviewed.

### **Communication**

- Liaise with Anaesthetic Department in respect of theatre rotas
- Liaise with the Outsource Team and other sub contract organisations ie Parkhill

- Handle internal and external telephone calls to the department in a professional and helpful manner; take and record details of patients wishing to confirm or cancel their IVT admission
- Liaise with ward and theatre staff as required
- Liaise with relevant staff and departments in respect of IVT rotas
- Liaise as appropriate with clinicians and clinical administration teams to ensure correct recording of patient pathways

### **Supervisory**

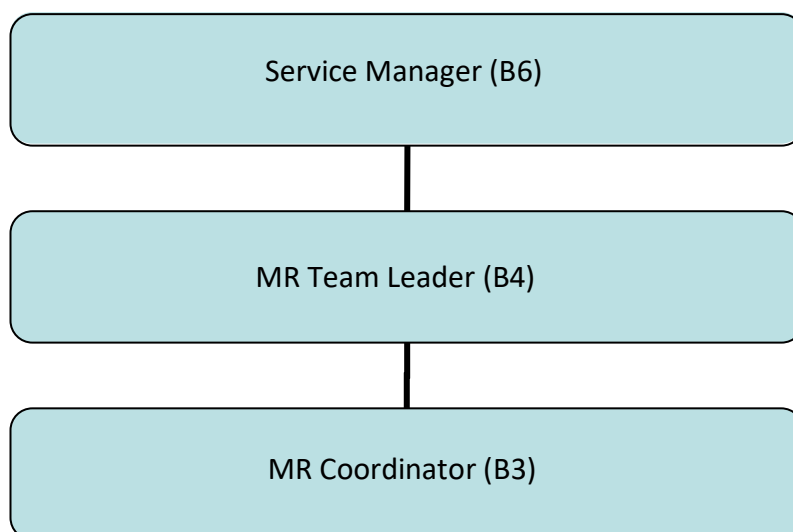
- Co-ordinate the work of the Clinical Receptionist & Booking Clerk, including assisting with training
- Assist in representing the department at relevant Trust meetings with regard to admissions office procedures, i.e. attend trauma meetings
- Assume all administrative roles in the absence of the Team Leader

### **SCOPE AND RANGE**

The post holder is appointed to a division and may be assigned to any department to ensure consistent management of workload and consistent cover.

*The above indicates the main duties of the post, which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the People and Organisational Development Department.*

### **ORGANISATIONAL STRUCTURE**



## **APPENDIX 1 - SPECIFIC TERMS**

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.
- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.
- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.
- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.