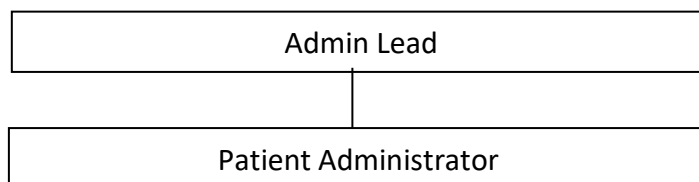


## JOB DESCRIPTION

<b>POST TITLE</b>	<b>Patient Administrator</b>
<b>BAND</b>	<b>2</b>
<b>DIVISION</b>	<b>Diagnostic and Clinical Support</b>
<b>BASE</b>	<b>Brierfield Health Centre</b>
<b>REPORTS TO</b>	<b>Admin Lead</b>

## ORGANISATION CHART



## JOB SUMMARY

The post holder will provide a highly effective and efficient administrative service that provides support to patient related processes of referral management and booking, telephone call handling, data inputting, general administrative/clerical duties.

The post holder will be responsible for updating and maintaining information recorded on patient administration system EMIS.

## MAIN DUTIES

1. Ensure adherence to the Patient Administration Standard Operational Policy at all times.
2. Responsible for timely, accurate recording of referrals, appointments/contacts and patient information both manual and electronic in line with Data Quality protocol.
3. Responsible for processing referrals in accordance with clinical triage and KPI's. Ensuring appointments are in line with the Therapies Access Policy, highlighting issues and taking corrective action where necessary.
4. Maintain the confidentiality of any information obtained regarding patients and be aware of the Data Protection Act, Caldicott and Freedom of Information policies.
5. Negotiate patient appointments, offering choice of dates/time whilst adhering to clinical requirements e.g. type of appointment, profession required.

6. Ensure patients are communicated with effectively in relation to their appointment via different means of communication i.e. telephone, letter, e-mail, text message etc.
7. Arrange transport and translation services where necessary.
8. Courteously and efficiently, receive all telephone enquiries from patients, carers, other professionals and external agencies in relation to appointments and general enquiries and in accordance with Trust Policy.
9. Provide general clerical duties including filing, scanning, photocopying.
10. Ensure patient electronic record systems are maintained to a high standard ensuring information entered is in line with the Trust's data quality standards.
11. Participate in the induction of new Patient Administrators, sharing knowledge and expertise of the administrative processes, functions and specific knowledge.
12. Prioritise and manage own workload each day to ensure the department runs efficiently and effectively.
13. Provide cover across the team when and where required.
14. Identify potential overseas visitors and patients liable to pay for treatment, at point of referral as per Trust's Overseas Visitors policy.

## **COMMUNICATION**

1. To undertake to act in a professional and polite manner ensuring good customer care at all times.
2. To liaise with patients, relatives and other disciplines of staff and departments internally and externally maintaining patient confidentiality.
3. Liaise with a range of people i.e. GP practice staff, medical, nursing and other staff to ensure referrals, appointments and queries are processed efficiently and correctly, in a timely manner.
4. Maintain good relationships communicating with all disciplines across the Directorate and within the Trust and maintain good relationships and effective communication with patients, relatives and carers, recognising the needs of those who may have barriers to communication.
5. Attend all departmental communication meetings. Participating in discussion and putting ideas/solutions forward.

## **TRAINING AND DEVELOPMENT**

1. To undertake to use and be proficient in the use of Therapies Patient Administration Systems and general Microsoft packages used by the Trust
2. To undertake training and induction on the use of and adherence to the Therapies Directorate Patient Administrative Services and Therapies Access Policy
3. To undertake to attend relevant training courses internal and external and to participate in the Personal Development plan process.

4. Take responsibility for pursuing his/her own development in accordance with an agreed Personal Development Plan and keep up to date with current issues and development within the DCS Division.
5. Assist in the training/mentor of other members of staff and participate in the orientation of new staff.
6. Undertake all mandatory training as required by Trust.
7. To undertake to comply with all Trust policies and departmental procedures.

## **EMPLOYMENT ACTS AND CODES OF PRACTICE**

All employees are required to comply with employment legislation and codes of good practice.

### **Equality and Diversity**

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

### **Health and Safety**

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

### **Infection Control**

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

### **Sustainability and Corporate Social Responsibility**

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

### **Risk Management**

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

### **Safeguarding**

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

### **Data Protection Act**

All members of staff are bound by the requirements of the Data Protection Act 1998.

### **Rules, Regulations, Policies, Standing Orders and Financial Instructions**

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

### **Research and Development Projects**

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

### **Development Review**

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

### **Training**

Post holders are required to attend any relevant and mandatory training for the post.

### **Outside Employment / Outside Interests**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

### **Review of Job Description**

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

## **STANDARDS OF CONDUCT**

Ability to demonstrate the Trust Values, Behaviours and Attitudes at all times.

Conduct duties with regard to values underpinning the Trust's Vision *"to be widely recognised for providing safe, personal and effective care"*:-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions

- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively, they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

### **ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**NAME:** .....  
(PRINT)

**SIGNED:** .....

**DATE:** .....