

Job Description

1. JOB DETAILS

Job title: Dental Receptionist/Patient Administrator, Band 2

Accountable to: Dental Service Manager/Dental Nurse Manager

Location: Barrow Dental Clinic Furness and South Lakes

2. JOB SUMMARY

All staff are expected to work to the Trust Values:



Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.



Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.



Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.



Collaboration – We are stronger and better working together with and for our patients.

To perform routine dental reception duties within the Special Care Dental Services in the Furness and South Lakes for North Cumbria Integrated Care.

To ensure the efficient and effective administrative arrangements of patients referred to the Dental Service.

This post will be based at Kendal .The post holder will be required to undertake duties in other Dental Service outlets in Cumbria.

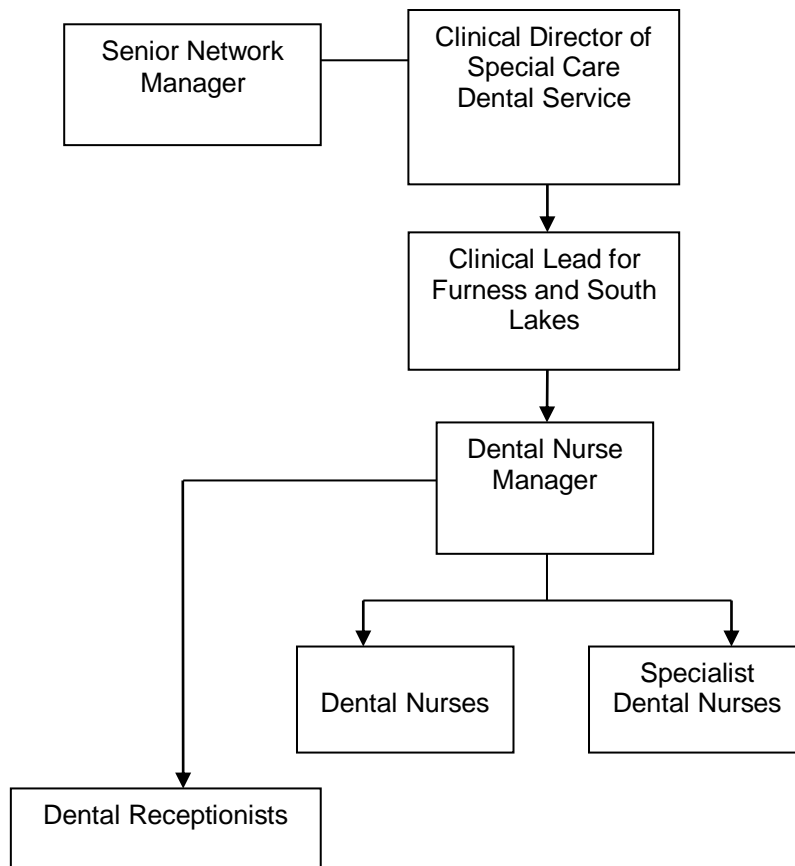
3. ROLE OF DEPARTMENT

The purpose of the Special Care Dental Services is to provide routine dental care, specialist dental care to patients referred to the service, including special care dentistry, conscious sedation, specialist-led orthodontic services, general dental care under anaesthesia, in hours and out of hour's emergency dental access. Such services are supported by a full range of professional complimentary to dentistry.

Other essential services provided include oral health promotion and prevention programmes and involvement in national dental epidemiological surveys and screening programmes.

The service is also engaged in the provision of access to dental care at the Dental Access Centres in Kendal and Barrow.

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

Barrow Dental Centre staff and the wider Dental team in Furness and South Lakes on a constant daily basis for the smooth running of the Centre.

Patients on a constant daily basis regarding their appointments or queries.

Secretaries in different departments at the Furness General Hospital /Westmorland General Hospital to book General Anaesthetic Sessions on rare occasions. Also to request any correspondence or X-Rays that may be required. This is on a daily to weekly basis.

General Practitioners: enquiries to confirm aspects of medical information including medication that a patient might be taking, or for confirmation of a patient's details. This could be on a daily to weekly basis.

Patient carers to arrange appointments, cancel appointments or to re-arrange appointments. This could be on a daily to weekly basis.

Social Services to obtain or confirm patient contact details e.g. telephone number or address of a guardian of a Child Looked After.

Anaesthetic Secretary at the Furness General Hospital to cancel or confirm a General Anaesthetic session for Dental Service.

Members of the public with any dental queries they might have. This is on a daily basis.

**Pre- Assessment Unit at the Furness General Hospital
Mental Health Staff**

Staff from other Hospitals in Cumbria or North Lancashire, to request any correspondence we might need to help with the care of that patient
Estates Department to report any clinic faults.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Deal with patient enquiries related to appointments with the Dental Service including cancellations and re-appointments. This may be by face to face contact, by telephone or by written documentation.

Liaise with Dental Officers and Professionals Complimentary to Dentistry with regard to the frequency and length of appointments.

Enter appointment bookings for Dental Clinicians into a computerised patient administration system.

Collect, collate and enter relevant data into a computerised patient administrative database related to the waiting list with particular waiting times and those patients who did not attend. This must be timely and accurate.

Liaise with healthcare professionals on matters relating to aspects of dental care.

Deal courteously and appropriately with calls and enquiries from staff, patients and members of the public, whom some of them might be experiencing stress and pain.

Retrieve appropriate dental record cards from the filing system for the various clinical sessions.

File record cards when finished with. This is constant throughout the day.

Deal with incoming/outgoing correspondence.

Liaise appropriately with dental practices, hospital services and other healthcare professionals on matters relating to aspects of dental care by the Dental Service.

Compile dental records for day lists to run effectively.

Receives patients, this entails communicating complex information to patients who may have learning difficulties, disabilities, elderly people and children.

Request stationery, used in the dental reception to be ordered by the Dental Nurses

Supervise staff in the induction period until they are competent in the role.

Confirm patient appointments the day before by telephone

Aid in managing the flow of dental lab work into and out of the practice. This involves contacting the lab and working with the dental nurses and dentists to ensure patient appointments flow smoothly.

Aid in management of patient recalls for the service. This involves sending letters to remind patients to come for a check-up on a monthly basis and running recall lists from Soel Health.

Collect patient charges in line with NHS Dental Service charges (involving cash, cheques and receipts) and check patient exemption from charges. This will involve issuing receipts to patients, being aware of eligible exemptions and cashing up at the end of each day.

Bank monies taken at the practice on a weekly basis.

Archive dental notes following trust policies.

May need to liaise with Patient Transport Service to ensure timely attendance and collection.

If required take minutes of staff meetings

7. WORK SETTING AND REVIEW

The Dental Nurse Manager is responsible for setting and reviewing the work. On a daily basis the post holder works unsupervised, but they will have senior dental staff in the department to liaise with for any queries that might arise.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures and audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trusts sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute to embedding carbon reduction into the everyday running of our organisation

PERSON SPECIFICATION

POST TITLE: Dental Receptionist/Patient Administrator

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Secondary level education. • Literacy and Numeracy skills to GCSE level or equivalent. 	<ul style="list-style-type: none"> • CLAIT certificate or equivalent (should include Word & Excel).
Knowledge	<ul style="list-style-type: none"> • Experience using Microsoft packages particularly WORD and Excel. • Experience in a customer facing role. 	<ul style="list-style-type: none"> • Patient appointment management system: SOEL Health. • Experience of working with the public. • Knowledge of the Specialist and Special Care Dental Service Pathway and Criteria. • Knowledge of Local Protocol for accessing Emergency Care via Dental Direct and Triage system.
Skills and Aptitudes	<ul style="list-style-type: none"> • General office duties. • IT skills. • Organisational skills. • Good telephone communication skills. • Excellent person-to-person communication skills and able to use these to communicate effectively with people with compromised physical or mental capacity. • Empathetic and professional. 	<ul style="list-style-type: none"> • Knowledge of local Dental and NHS services. • Customer Care Service training. • Ability to record meeting minutes.
Personal Circumstances	<ul style="list-style-type: none"> • Flexible and able to adapt to change. • Ability to travel to other Dental sites in Cumbria. 	
Other requirements	<ul style="list-style-type: none"> • Professional. • Courteous. • Team Player. 	