

NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

<b>1. Job Details</b>
Post/Title: <b>Patient Services Advisor</b>  Responsible To: <b>Patient Services Team Lead</b>  Accountable To: <b>Business Development Director</b>
<b>2. Job Summary</b> (A brief description of the main purpose of the post)
<p>To be responsible for providing an effective and professional Hospital and Outpatient Reception service to all patients, visitors, consultants and GPs. Ensuring they are dealt with promptly, courteously and efficiently, paying particular attention to the principles of customer care in order to provide a service of the highest possible standard. This includes all appropriate and required administration to be undertaken in advance of any customer's arrival.</p> <p>To be responsible for providing an effective and professional Outpatient Booking service to all. This service will be provided in person and via telephone and electronic communication methods.</p>
<b>3. Role of the Department</b> (The function of the department in which the post holder works)
<p>To provide a welcoming reception, and effective booking and administration system to patients, visitors, consultants and all hospital users. To ensure the delivery of a high quality administration service, paying particular attention to the principles of patient confidentiality and customer care on a daily basis.</p>
<b>4. Key Working Relationships</b> (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)
<p>All members of the team have regular weekly, if not daily contact with the following range of individuals and organisations:</p> <ul style="list-style-type: none"><li>• Patients, visitors and all hospital users</li><li>• All members of the OPD team including nurses and colleagues</li><li>• Insurance companies</li><li>• Consultants and their secretaries</li><li>• Line managers</li><li>• All other employees</li></ul>
<b>5. Duties and Responsibilities of the Post</b>
<ul style="list-style-type: none"><li>• To receive and assist all patients, consultants and visitors in a courteous and efficient manner. Providing a high quality, confidential service adhering to the highest levels of customer service and Data Protection</li><li>• Apply the principles of the highest levels of customer care to all internal and external stakeholders.</li></ul>

- Maintain excellent communication at all times.
- To ensure all general Hospital Reception operational procedures (and relevant policies) are met and adhered to at all times.
- To ensure the smooth running of outpatient clinics, liaising with consultants and nursing staff, through the provision of efficient reception and administrative services
- To provide an efficient and knowledgeable appointment service to Consultants, GPs and patients offering suitable alternatives if required via all communication methods. These include enquiries in person, via telephone and electronically.
- To prepare daily department administration, including but not limited to, preparation of outpatient appointment patient records including registration forms and labels. Meet any other administrative requests from Outpatient Nurses and Consultants. To ensure correct charges are accurately posted to patients' accounts and deal with any account queries as required liaising closely with the Finance Department. This will primarily relate to, but may not be limited to self-pay outpatient and pathology services.
- To ensure any payments are handled in accordance with hospital policy. This is likely to include self-pay admissions, self-pay outpatient procedures and pathology and consultant payments, but is not limited to these areas.
- To provide information regarding Hospital services to patients, visitors and consultants and to deal with any enquiries effectively, communicating with other departments as required.
- To ensure effective and professional communication with all other departments, consultants, secretaries and team members at all times, in all required formats.
- To ensure all parties are informed of any changes that occur in the running of outpatient clinics; Consultants, Secretaries, Patients, Team Members – Clinical and Non-Clinical.
- To be competent in the process for pathology related appointments. To be familiar with the booking of Clinic Nurse Appointments,
- To be able to deal with and make appointments via GP referrals.
- To be competent and accurate entering all required information into the Meditech system, paying particular attention to insurance company membership and authorisation details.
- To be competent and accurate in obtaining patient files using the tracer card system and recording via Meditech.
- To deal promptly, sensitively and effectively with any complaints or suggestions from all parties in accordance with the Hospital policies and procedures.
- To ensure that the Reception and Waiting Areas are kept tidy with a welcoming appearance and that any hospital information is readily available.
- To be fully competent in the working of all areas with the department.
- To remain professional in both attitude and appearance at all times.
- To undertake any other relevant duties as required by the Head of Department

## INDIVIDUAL RESPONSIBILITIES

### 6. General

The post holder is expected to:

- Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies
- Understand and incorporate the organisational values into daily working practice:
  - Compassionate
  - Exceptional
  - Ethical
  - Evolving
- Attend mandatory training as identified by the Hospital

- Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning
- Work as part of a team and collaborate with colleagues
- Ensure good communication links are established with all other departments within the hospital
- Maintain a high level of security awareness

## **7. 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.

## **8. Risk Management**

All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken.

## **9. Confidentiality and Information Governance**

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital 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 Hospital's Data Protection policy.

The post holder must manage the records they create or hold during the course of their employment with the Hospital 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. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.

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

## **10. Equality and Diversity**

Employees are responsible for ensuring that they assist in the implementation of this the Hospital's Equality and Diversity policy by:

- Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact.
- Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management.

## **11. Infection Control**

It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas.

## 12. Safeguarding Children and Vulnerable Adults

It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk.

## 13. Information Governance

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital 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 Hospital's Data Protection policy.

The post holder must manage the records they create or hold during the course of their employment with the Hospital 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 1998, Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.

The post holder must ensure the confidentiality of information about service user staff and organisational business.

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

## PERSONAL SPECIFICATION

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• O level/GCSE in English Language and Maths (preferred)</li> </ul>	<ul style="list-style-type: none"> <li>• 5 O level/GCSE's</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office</li> <li>• IT Literacy skills</li> </ul>	<ul style="list-style-type: none"> <li>• Meditech or equivalent</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Administrative skills and competences</li> </ul>	<ul style="list-style-type: none"> <li>• Administration in a hospital or GP surgery</li> </ul>
Skills and aptitude	<ul style="list-style-type: none"> <li>• Excellent communication skills, verbal and written</li> <li>• Literate and numerate</li> <li>• Excellent organisational skills</li> <li>• Ability to use own initiative</li> <li>• Good interpersonal skills, for effective working relationships throughout the Hospital</li> <li>• Accuracy</li> </ul>	

Personal circumstances	<ul style="list-style-type: none"><li>• Ability to prioritise work</li><li>• Ability to liaise with people at all levels</li><li>• Approachable</li><li>• Ability to work as part of a team</li><li>• Have a flexible and adaptable approach to working patterns</li></ul>	
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