NEW VICTORIA HOSPITAL

JOB DESCRIPTION

POSITION INFORMATION
1. Job Details

Post/Title: Medical Records Officer

Responsible to: Integrated Governance and Risk Manager

Accountable to: Integrated Governance and Risk Director

2. Job Summary (A brief description of the main purpose of the post)

- Overseeing the accurate storage, handling, archiving and destruction of Medical Records, ensuring records are managed and stored securely, in accordance with the Data Protection Act, 2018.
- Responding to Subject Access Requests for Medical Records in accordance with the Data Protection Act, 2018.
- Ensuring contemporaneous records are kept

3. Role of the Department (The function of the department in which the post holder works)

To effectively manage the Medical Records process ensuring a current and accurate organisational database is maintained, whilst adhering to legislative requirements.

4. Key Working Relationships (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

- Caldicott Guardian (Director of Clinical Services) – Ad Hoc for queries relating to Medical Records
- Reservations Team – Daily to provide Medical Record files for admissions
- Ward Receptionists – Monthly to audit filing compliance
- Consultants and Consultant Secretaries – Daily to request missing documentation
- Legal Professionals – Ad Hoc to respond to subject access requests
- Monmouth Clinical Coding staff – Weekly liaison

5. Duties and Responsibilities of the Post

- Write, review and amend any policies relating to Medical Records.
- Respond to ad hoc requests to retrieve and deliver Medical Records for individual departments
- Daily retrieval of Medical Records for patient admissions and deliver to Reservation team
- Regularly check for outstanding Medical Records, using Meditech reports, physically checking if files have been returned and follow up with the relevant departments.
- Liaise with all other departments in the filing and retrieval of notes
- Regularly monitoring the accuracy of the filing sequence
- Participate in the programme of scanning outpatient treatment notes
- Respond to requests for medical records in the correct timeframe; copying information and liaising with the Caldicott Guardian or Deputy as required

- Take overall responsibility for the secure storage of medical record folders and audit regularly as per the organisational audit programme.
- Retrieve Medical Records for auditing purposes
- Keep a record of all Medical Record requests on G:Drive
- Archive medical records beyond 4/5 years to storage boxes and accurately record location of the records on the archive document on the G:Drive; request the Porters to transport them to the storage unit
- Keep the archive document up to date on the G:Drive, responding to communication from other departments when a file is returned from the archive
- Communicate with the Porters with regard to moving/destroying archived Medical Records
- Check Meditech merged report and merge records where necessary
- Log receipt of all Consultant discharge letters on Meditech and file in the Medical Records
- Check the Meditech report for outstanding Consultant discharge letters and follow up with the Consultant secretaries monthly
- Maintain total confidentiality with regard to all patient information
- Train others on the correct procedures for handling Medical Records
- Communicate with the Clinical Coders to ensure the coding process is running efficiently.
- Supervise the Medical Records Filing Clerk (this may come out)
- Assist with other Integrated Governance and Risk initiatives as required

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
  - Charitable
- 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 Information Security 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, Data Protection Act 1998, 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 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.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications	• Educated to A Level standard or equivalent	• Word processing / Microsoft Office equivalent qualification
Knowledge	• Knowledge of Microsoft Office • IT Literacy skills	• Intermediate Excel
Experience	• 1 + years in an office administrative role	• Previous hospital administrative experience
Skills and aptitude	• Excellent communication skills, verbal and written • Excellent organisational skills • Ability to use own initiative • Good interpersonal skills, for effective working relationships throughout the Hospital • Attention to detail • Ability to prioritise work • Ability to liaise with people at all levels • Ability to work as part of a team • Approachability • Have a flexible and adaptable approach to working patterns	