

Job Description

TITLE	PATIENT SERVICES ADMINISTRATOR	GRADE:	7
FUNCTION/AREA	PATIENT SERVICES		
REPORTING TO	PATIENT SERVICES MANAGER / REGIONAL LEAD ADMINISTRATOR		

PURPOSE OF THE ROLE

To ensure an excellent service to both patients and the broader Bourn Hall Clinic team in order to promote business excellence. To accomplish this responsibility it should be shared with the other members of the Patient Services team in the performance of the day to day activities of the Patient Services Department in providing a comprehensive administrative support service for Bourn Hall Clinics.

MAIN INTERFACES

INTERNALLY: Regional Clinic Managers, Bourn Hall Clinic Management and all staff of Bourn Hall Clinics and Business Support Services.

EXTERNALLY: Patients and prospective patients, other assisted conception units and General Practitioners, Bourn Hall Clinics, Satellite and Transport units.

KEY TASKS & RESPONSIBILITIES

- Data input including patient demographic details, funded referral forms.
- Effective use of the phone system within the department to ensure timely answering of the phones.
- Primary responsibility for checking ID and taking photographs of new and review patients, as necessary.
- Photocopying and scanning as required.
- Inputting and checking eligibility of NHS contracts.
- Following up of enquiries with the aim of converting to appointments if applicable.
- Shared responsibility regarding distribution of incoming and internal mail and franking outgoing mail.
- Shared responsibility for typing service for documents including the transcription of doctors' medical reports and letters after consultations and treatments.
- Shared responsibility for preparation of confirmation of treatment letters and packages as appropriate.
- To assist in day-to-day administrative tasks as required.
- Willingness to learn and support other Patient Services tasks such as billing and accounts.
- Provide cover for open evenings, bank holidays and seminars as required.
- Willing and able to provide cover for Patient Services staff at all other sites on an as required basis.
- Supporting Main Reception as and when required including operating the switchboard.

To work with the other members of the Patient Services team in role modelling the company's core values, as often Patient Services is the first point of contact with the Clinic for patients e.g. taking open day/seminar bookings, making initial consultation appointments, sending out information packs etc.

MANAGEMENT/LEADERSHIP

To share in the mentoring and coaching of Trainee Patient Services Administrators as and when required.

ACCOUNTABILITY AREA

To ensure, as a member of the Patient Services team, that the administrative responsibilities of the function are carried out accurately and in a timely fashion with the utmost consideration for patient care and confidentiality.

AUTONOMY & AUTHORITY

To be able to work on your own initiative when required and to take responsibility for your workload. To make suggestions for improvement in processes and procedures to improve efficiency.

FUNCTIONAL KNOWLEDGE/BUSINESS EXPERTISE

- Must be computer literate, accurate and have careful attention to detail.
- Able to type proficiently.
- Sensitivity and understanding is required, together with absolute accuracy, discretion and confidentiality.
- Be aware of the treatment pathway of oncology patients ensuring swift and appropriate treatment within the NHS provision.
- Keep abreast of new changes to the NHS contract to ensure that entitlement is correctly offered to all patients.

PROBLEM SOLVING

To liaise with other staff to find solutions to internal and external problems.

NATURE & AREA OF IMPACT

Support for Patient Services team in order to support the larger clinical teams to ensure business excellence.

INTERPERSONAL SKILLS

Good team player, with sound communication skills and an ability to work under pressure. A flexible and helpful attitude to ensure the smooth running of the department. Good communication skills required at all levels, both internal and external. Ability to deal diplomatically with colleagues and customers both face-to-face and via telephone or email. Discretion required in dealing with customers (patients and funding authorities) because of the sensitive nature of the treatment, and confidentiality regulations. Good listener, 'friendly voice at the end of the phone'.

SPECIAL PROJECTS

To participate in any special projects as and when required in order to improve the Patient Services service and overall success of the business.

CANDIDATE'S PROFILE

EDUCATION/PROFESSIONAL EXPERIENCE

- Experienced in use of databases.
- Ideally a proficient typist and competent in transcription of medical audio tapes.
- Excellent command of English language and grammar.
- Excellent customer service skills.

LANGUAGES

Excellent spoken and written English.

SKILLS & COMPETENCIES

- Computer literate to intermediate/advanced level ideally with touch typing skills.
- Accurate, methodical, well organised and used to working as part of a team.
- Speed and accuracy with excellent attention to detail is of paramount importance.
- Calm outlook, discrete, adaptable, a sense of humour.
- Capable of lateral thinking and have good recall.
- Willingness to learn and receptive to continued education in Bourn Hall Clinic.
- A caring and understanding attitude to patients and awareness of the sensitivity and confidentiality of fertility treatments.
- Able to prioritise workload and willing to assist other members of staff.

APPROVALS

JOB HOLDER:		DATE:	
LINE MANAGER:		DATE:	