

## Job Description

<b>TITLE</b>	PATIENT SERVICES ADMINISTRATOR	<b>GRADE:</b>	6/7
<b>FUNCTION/AREA</b>	PATIENT SERVICES		
<b>REPORTING TO</b>	HEAD OF PATIENT SERVICES / REGIONAL LEAD PATIENTS SERVICES 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:** Head of Patient Services, Regional Lead Patient Services Administrator, 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 Units and Access Fertility.

### KEY TASKS & RESPONSIBILITIES

- Effective use of the phone system within the department to ensure timely answering of the phones and dealing with patient enquiries.
- Shared responsibility keeping patients e-mail inboxes up to date.
- Data input including patient demographic details and referral details.
- Inputting and checking eligibility of NHS patients.
- Making patient appointments as appropriate.
- To obtain payments from patients where applicable, issue correct documentation and enter details onto the IDEAS database.
- Shared responsibility for all general patient correspondence, including audio typing and orders within the IDEAS database.
- Preparation of standard letters and enclosures ensuring accuracy, appropriate inserts and associated filing is complete.
- Following up of enquiries with the aim of converting to appointments if applicable.
- Photocopying and scanning.
- Shared responsibility regarding distribution of incoming and internal mail and franking outgoing mail.
- To assist in day-to-day administrative tasks as required.
- Ensuring adequate supplies of all paperwork and forms required by all staff in Bourn Hall Clinic and providing administration and clerical support as requested.
- Archiving and recall of patients notes keeping accurate records to ensure traceability.
- Willingness to learn and support other Patient Services tasks such as billing and accounts.
- Provide cover for weekend and evening events/clinics, bank holidays and seminars as required.
- Willing and able to provide cover for Patient Services staff at all other sites on an ad hoc basis.
- Supporting reception as required.

## **KEY TASKS & RESPONSIBILITIES – continued**

- 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 all new and junior members of the Patient Services team.

## **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**

- Sensitivity and understanding is required, together with absolute accuracy, discretion and confidentiality.
- To be able to provide information to all staff, visitors and patients regarding the services provided by Bourn Hall Clinic.
- Health and safety procedures.
- Knowledge of data protection and the need for confidentiality at all times pertaining to all aspects of the business of the company.
- To have knowledge and understanding of all aspects of the business, procedures and systems of Bourn Hall Clinics, keeping up to date with any changes.
- To be aware of the treatment pathway of oncology patients ensuring swift and appropriate treatment within the NHS provision.

## **PROBLEM SOLVING**

- Being able to resolve patient's queries tactfully, diplomatically and successfully.
- Have the ability to deal with distressed or angry patients and know when to pass the issue to a more senior member of staff.
- Suggest improvements to reception and administration services.
- Liaise with other members of staff to find solutions to internal and external problems as they arise.

## **NATURE & AREA OF IMPACT**

- To promote Bourn Hall Clinics in a professional and caring way.
- Being aware that any point of contact with external health professionals, patients and other enquiries will significantly influence their impression of the organisation.
- Support for Patient Services team in order to support the larger clinical teams to ensure business excellence.

## INTERPERSONAL SKILLS

- Excellent communication and interpersonal skills are required to deal with both staff and visitor/patients.
- Excellent team work approach with sound communication skills and an ability to work under pressure.
- A flexible and helpful attitude to ensure the smooth running of the department.
- Tact and diplomacy with internal and external colleagues and patients.
- 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 assist and 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

- Excellent computer skills
- Excellent customer service skills.
- Good administrative experience.
- Experience in the use of databases.

### LANGUAGES

Excellent command of both written and spoken English.

### SKILLS & COMPETENCIES

- Computer literate ideally with touch typing skills with excellent knowledge of Microsoft Office, Word and Excel to intermediate/advanced level.
- 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, discreet and adaptable.
- 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.
- Excellent communication (verbal and written) and interpersonal skills.
- Tact and diplomacy.
- Ability to work autonomously, able to work under pressure and use initiative.

## APPROVALS

JOB HOLDER:		DATE:	
LINE MANAGER:		DATE:	