

Job Description

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| TITLE | PATIENT SUPPORT CO-ORDINATOR | GRADE: | 7 |
| FUNCTION/AREA | PATIENT SERVICES | | |
| REPORTING TO | LEAD PATIENT SUPPORT CO-ORDINATOR | | |

PURPOSE OF THE ROLE

To ensure an excellent service to both patients and the broader Bourn Hall Clinic in the performance of the day-to-day activities of the Patient Services Department in providing comprehensive patient care to Bourn Hall patients.

MAIN INTERFACES

INTERNALLY: Patient Services team members, 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, NHS funding bodies, Bourn Hall Clinics, Satellite Units and Access Fertility.

KEY TASKS & RESPONSIBILITIES

- Effective use of the phone system and patient portal to ensure timely communication with patients.
- Data input including patient demographic details and referral details.
- Inputting and checking eligibility of NHS patients.
- Making patient appointments as appropriate.
- Shared responsibility for all general patient correspondence and orders within IDEAS database.
- Preparation of standard letters, emails and enclosures ensuring accuracy, appropriate inserts / attachments and links and associated filing is complete.
- 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.
- With other members of the Patient Services team role model the company's core values. 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.
- Following up enquiries with the aim of converting to appointments if appropriate.
- Pro-actively managing your own caseload and ensuring that patient pathways are being adhered to which may include but is not limited to:
 - Before patient commences treatment
 - Prior to egg collection
 - Prior to embryo transfer
 - Post embryo transfer
 - Recording outcomes
 - Offering follow-up consultations and counselling support
- Be a primary contact point for your patient caseload and supporting patients throughout their whole journey including pro-active contact at identified touch points offering information, advice and support as appropriate.

MANAGEMENT/LEADERSHIP

To share in the mentoring and coaching of 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.
- 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 visitors / patients.
- Excellent teamwork 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.
- Able to manage a case load of patients responding to incoming enquires as well as pro-actively contacting patients.
- 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

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| JOB HOLDER: | | DATE: | |
| LINE MANAGER: | | DATE: | |