***JOB DESCRIPTION***

**Title:** Patient Administrator

**Accountable to:** Patient Services Manager

**Purpose of Role:**

To work as a member of the administration team to provide a comprehensive administration/booking role to the Unit, ensuring that all patients are dealt with in a professional and courteous manner, which endorses the patient centred approach of the team. To assist in the operational function of the Unit.

**Scope of role:**

To provide a professional and patient focused booking and administration role, supporting the clinical team within the unit.

**Key tasks/Result areas**

* To identify and register new patients referred to the centre using eRS, the Patient Administration System (PAS) and other windows based applications.
* To ensure that individual clinic profiles are accurate and appropriately set up in the PAS.
* To liaise with regional Referral Management Centre regarding referral enquiries and slot availability matters.
* To answer telephone calls from patients, GP surgeries and other hospital staff on all aspects relating to booking appointments, patient admissions and patient referral letters.
* To provide advice in all matters relating to patient appointments, both by telephone and face to face.
* To assist the theatre scheduler with contacting patients to book for surgery
* To use the computer system to record patient information including cancellations, DNA’s and patient attendance within the Hospital.
* To book outpatient sessions within strict booking guidelines adhering to breach dates and ensuring optimal utilisation of clinic lists.
* To pull patient information together where appropriate for outpatient clinics.
* To process and manage referrals in order to meet the requirements of Practice Plus Group performance objectives.
* Clinic capacity must be monitored by the booking staff and any shortfall notified to the Patient Services Manager.
* Attend Scheduling Meetings when required to provide outpatient capacity and waiting time information.
* To contact patients on internal waiting lists to offer earlier appointments
* To help support the Reception service to patients, staff and visitors. To meet and greet all arrivals in a professional and customer/patient centred approach in line with the customer service standards of Practice Plus Group.
* To learn all roles within the admin team. This will include medical records, pre-surgery phone calls and theatre scheduling.
* Provide cover for other departments in the event of staff shortages.
* To be flexible to work to shift patterns which, occasionally may include evenings and weekend working hours.

**PERSON SPECIFICATION FORM**

**POST TITLE:** Patient Administrator

**DEPARTMENT:** Practice Plus Group Hospital, Plymouth

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| **FACTORS** | **ESSENTIAL** | **DESIRABLE** |
| 1. Physical Requirements | * Satisfactory Occupational health Clearance for the role specified * Good Attendance record * Satisfactory relevant CRB clearance |  |
| 1. Education & Qualifications | * Good general education to GCSE/O level including English | Previous experience within the NHS |
| 1. Previous Experience | * Relevant administrative experience in Healthcare or Service Sector * Reception experience * Experienced team worker * Experience of dealing with the public in person and by phone | Choose and Book experience |
| 1. Skills/Knowledge and Abilities | * Excellent telephone technique * Excellent communication and interpersonal skills * Ability to deal with difficult situations in a calm manner * Good keyboard/computer skills * Conversant with Microsoft Office Packages * Good skills using Patient Administration Systems or equivalent * Attention to detail * Numerate and literate * Good spoken and written English * Ability to work flexibly within the needs of the Service * Evidence of ability to work collaboratively in a multi-disciplinary team * Able to use initiative and plan workload * Understanding of information governance i.e. confidentiality legislation, data protection and Caldicott |  |
| 1. Aptitude/Personal Characteristics | * Commitment to personal development * Polite, friendly and approachable manner * Tidy appearance * Understand the need for and will adhere to Practice Plus Group policies * Willing to learn new skills and gain new or additional competencies * Motivation to provide a high standard of service * Calm under pressure |  |