**JOB DESCRIPTION**

**Job title:** Patient Pathway Co-ordinator

**Managerially** Administration Team Leader

**accountable to:**

**Purpose of role**

To work as a member of the administration team to provide a comprehensive administration/booking/reception 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, reception and administration role, supporting the clinical team within the unit. This will include NHS directly referred patients, waiting list transferred patients and hosted activity, and Self Pay patients.

Occasionally staff may be required to cover absence or support training for their colleagues

**Key tasks and result areas**

* To answer telephone calls from patients, GP surgeries and other hospital staff on all aspects relating to the administration of a patients pathway. To distribute calls and messages.
* Provide an efficient and effective 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 receive business/visitors to the Practice Plus Group Hospital, deal with enquiries and direct visitors as necessary. Ensure they sign in and out and return visitor badges and/or keys.
* To sort post incoming and outgoing; both internal and external mail.
* To identify and register new patients referred to the centre using the E Referral System (eRS), Patient Administration System (PAS) and other windows based applications.
* To process and manage referrals in order to meet the requirements of Practice Plus Group performance objectives.
* Provide advice in all matters relating to patient’s appointments, both by telephone and face to face.
* To prepare patient notes for patient outpatients and diagnostic visits and note reviews.
* To use the computer system to record patient information including cancellations, DNA’s and patient’s attendance to outpatients or for theatres.
* To request diagnostic patient appointments with external providers, in line with Hospital policy for spot purchasing.
* To be aware of the funding criteria for procedures and to submit funding requests on behalf of clinicians, ensuring receipt of approval prior to booking.
* To contact patients on internal waiting lists to offer appointments.
* To book theatre and outpatient sessions within strict booking guidelines adhering to breach dates and ensuring optimal utilisation of clinic lists through use of Pisces booking tool.
* To manage patient appointments in line with Referral to Treatment (RTT) and Diagnostic waiting times guidelines and in accordance with clinician instruction. To monitor and act on the RTT report, escalating any patient pathway which cannot be managed within 18 weeks for referrals or 6 weeks for diagnostic procedures
* To liaise with external colleagues with respect to transferred and hosted waiting list activity and work in line with shared processes.
* To be responsible for booking patient transport as requested, and to call taxis for patients or visitors.
* Clinic capacity must be monitored by the specialty teams and any shortfall notified to the Clinic Scheduler.
* To assist in the maintenance of the medical records library, to include retrieval, preparation and return of patient notes, archiving, filing documents.
* To be flexible with work patterns. Rotas will be published in advance and some Saturday work may be required.
* To flexibly provide cover for other departments in the event of staff shortages.
* To understand and become fully conversant with the PRACTICE PLUS GROUP competency model for administration and its application
* To be aware of departmental goals and KPIs.
* To be active in ensuring the administration departments are kept tidy and housekeeping rules are adhered to.

**Additional information**

In addition the successful candidate will be required to adhere to the following:

Education and development

To participate in appropriate training courses or updates in accordance with mandatory requirements and individual Personal Development plans in line with PRACTICE PLUS GROUP policies and procedures. To undertake mandatory training in a timely fashion

Professional

To adhere at all times to the Professional Code of Conduct, and any other professional guidelines/documents. To comply with guidelines issued from time to time by the UK professional body or any other professional association relating to the practice of your speciality, together with guidance issued from time to time by other competent agencies on clinical, medical and ethical issues

Regulatory framework

To adhere at all times to the regulatory frameworks set out by the Care Quality Commission incorporating the requirements for Independent Health Care, as well as The Department of Health Standards for Better Health by working to PRACTICE PLUS GROUP policies and procedures.

The individual will be required to participate in information requirements/ requests as per regulation.

Infection control

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with PRACTICE PLUS GROUP’s responsibility to comply with Government Directives and associated codes of practice and take appropriate action where non-compliance is evident.

Conflict of interest

It is responsibility of all staff to ensure that they do not abuse their official position to gain or benefit their family or friends.

Confidentiality

The post holder must be cognisant with a practice within general data protection regulations maintaining a confidentially of service users at all times.

Health and safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigations undertaken.

Privacy, dignity and respect and quality of opportunity

The Hospital is committed to ensuring that all current and potential staff patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability sexual orientation, age, marital or civil partnership, religion or belief. Staff will be supported to challenge discriminatory behaviour. In particular staff will protect the privacy and dignity of all patients at all points of their contact with the organisation. It is paramount that staff deal sensitively with individual circumstances and adhere strictly to the single sex requirements.

Vulnerable Adults Abuse
The patients referred to us for care must be able to trust that not only will they be safe from any abuse, bullying or intimidation from any member of staff but that suspicions of external abuse will be dealt with appropriately.

Raising Concerns
It is everyone’s responsibility to draw attention to any practice or behaviour which could put patients or staff at risk.

Equal opportunities

PRACTICE PLUS GROUP is committed to promoting equal opportunities in employment and will keep under review its policies and procedures to ensure that the job-related needs of all staff working in PRACTICE PLUS GROUP are recognised.

PRACTICE PLUS GROUP will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual’s ability to meet the requirements of the job.

This job description is subject to change in consultation with the post holder to take into account changing organisational needs.