

***JOB DESCRIPTION***

(Please note this job description in issued as a guide only and will be reviewed as the business develops)

**Title:** Patient Administrator - Medical Records

**Accountable to:** Administration Manager

**Purpose of Role:**

Responsible for providing a high quality, seamless service to staff in all departments by ensuring that patient records are prepared in a timely and accurate manner. Retrieving, requesting and tracking patient notes both internally and externally. Responsible for managing medical records within the Data Protection Act and Caldicott Guidelines. 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.

**Key tasks/Result areas**

* Accurately prepare patient records for outpatient clinics, theatres, wards and review clinics within set deadlines and timescales.
* Filing all notes in alphabetical order onto the shelves correctly.
* Ensure that relevant information, investigation results and xrays are always available prior to patients attendance and are prepared in accordance with standards set.
* Liaise with all staff and patients in relation to the availability of medical records with confidence, professionalism and diplomacy.
* To develop and maintain effective working relationships with all staff.
* Managing and maintaining tracking of case notes in line with Practice Plus Group Policy
* Undertake investigation of missing case notes and arrange retrieval (e.g. notes and x-rays from other hospitals), notifying the appropriate manager when necessary.
* An understanding of the consequences where records are not available and able to deal with exposure to stressful situations.
* Managing the correct dispatch and distribution of case notes.
* Filing certain patient’s notes in appropriate records and liaising with departments with regards the filing of loose notes generation.
* Scan completed medical records onto Maxims and follow appropriate paper record destruction process
* Identify and remove notes for archiving and destruction in accordance with internal policy.
* Process any ad hoc queries and requests for notes.
* Liaise with outside Health Agencies.
* Stock Control of patient documentation and information leaflets.
* Any other reasonable duties which may be requested by the Administration Manager in order to facilitate the smooth running of the department.

**Health and Safety**

As an employee of Care UK, the postholder has a duty under the Health and Safety at Work Act 1974, to:-

* Take responsible care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the Treatment Centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.



**PERSON SPECIFICATION FORM**

**POST TITLE:**  Medical Records Clerk/ Patient Administrator

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

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Physical Requirements** | * Satisfactory Occupational health Clearance for the role specified * Good Attendance record * Satisfactory relevant CRB clearance |  |
| **Qualifications** | * Good standard of education * Literate and numerate * Good command of written and spoken English * Excellent IT skills | * 5 GCSE’s grade A-C including English * ECDL or equivalent IT experience |
| **Experience** | * Recent experience in records/filing or a medical records department | * Background in NHS/Private Healthcare |
| **Skills and Knowledge** | * Good communication skills both written and verbal * Customer Service skills * Ability to appreciate the needs of others * Ability to work as part of a team * Ability to work under pressure * Ability to prioritise and manage workload * Attention to detail | * Knowledge of health and safety * Evidence of personal goals |
| **Other Factors** | * Committed to the overall aims of PPG * Committed to the provision of quality patient care * A flexible, positive attitude * Willing to develop/learn in the role * Self-starter * Show initiative * Decisive, calm and understanding * Ability to cope with frequent interruptions * Exposure to dust producing materials and airborne irritants/particles * Manual handling of patient records throughout the working day (2-5 kilo’s weight) * Maintaining filing systems on shelves involving the use of steps and kick stools * Ability to work within a multi-cultural environment |  |