

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Outpatient Administrator</b>
<b>Grade:</b>	<b>Band 3</b>
<b>Reports to:</b>	<b>Patient Pathway Manager</b>
<b>Responsible for:</b>	<b>Reception</b>
<b>Department:</b>	<b>Cardiology &amp; Respiratory Outpatients</b>

### **Job Summary**

As the first and last point of contact with the hospital, special attention should be given at all times to ensure a positive patient experience by providing a welcoming, helpful and supportive reception service.

To meet and greet patients, carers and visitors at reception desks in line with the Trust procedures and ensure high levels of patient and clinician satisfaction by being an accessible, customer focussed and a knowledgeable point of contact providing clinic details and non-clinical information to patients.

To maintain and update the Electronic patient records (EPR) following training using the training manual and procedures supplied.

To understand the complete range of administration functions, responsibilities and duties both routine and non-routine to contribute to the effective delivery of patient care, through knowledge of hospital systems and consultant practice.

The post holder will be responsible for accurately collecting demographic and personal details to ensure the Trust captures essential income. To provide a consistent approach across the Trust, Standard Operating Procedures (SOPs) will describe how the functions of the role will be carried out, along with the timescales to which are to be adhered.

The post holder will be required to work with minimal supervision and have the ability to work under pressure, and be able to exercise sound judgement and decision making skills whilst working as part of a multi-disciplinary team or under own initiative.

### **Principle responsibilities:**

1. To act as the first point of contact with the Department; to promote a business-like, but friendly and supportive role to all visitors, patients and colleagues attending the department.
2. Process and log all referrals, inclusive of internal and e-referrals, in line with Trust Access & Administration Process Policy and specialty Standard Operating Procedures (SOPs).
3. Preparation of referrals prior to outpatient appointments and ensuring that referral letters are available for the clinical teams, ensuring that the results are available prior to consultations. This will include those that are carried out at other Trusts.
4. Liaise with patient records staff, clinical colleagues, admin teams and other organisations to ensure all medical notes/electronic records are up to date and prepped for clinical consultations.
5. To receive phone calls to the department; to take initial action; to liaise with other staff within the Department and Trust as appropriate.
6. To identify and obtain medical records and/or test results, as appropriate, for patients attending the various clinics, to liaise with other departments and other hospitals to facilitate this.
7. To check patients in using the Trust IT system and confirm that contact details are correct and up to date.

8. Schedule new and follow up appointments, ensuring that capacity is proactively and efficiently used. This includes booking patients into the right clinic to ensure they are seen by the most appropriate clinician first time and for subsequent follow-ups.
9. Responsible for keeping the work environment safe and organized.
10. Contacting transport for patients where required.
11. To work within multiple departments/clinics as requested by the Operational Manager, flexibility to ensure appropriate cover is available within departmental hours.
12. Reschedule outpatient clinics as requested – to be done in line with waiting time targets.
13. Assisting with the administrative running of the department and other general clerical tasks as required.
14. Ensure stock and office supplies/stationary are readily available, signing for orders when delivered within the department and ensuring they are received by the correct member of staff.
15. Providing support and training of new staff in accordance to Trust and departmental policies and procedures.
16. Able to undertake admin/computer based duties for long periods of time and managing interruptions in an effective and efficient manner to ensure high levels of concentration.
17. To use own initiative when requested by line manager in the management of work processes.
18. Be responsible for management of own workload.

### **Pathway Tracking**

19. To understand 18weeks referral to treatment (RTT) rules and use them to manage all outpatient and elective patient journeys.
20. Support the identification and escalation of any issues to the PPC which compromises delivery of the 18-Week RTT pathway, e.g. lack of capacity either in outpatients or theatres.
21. Liaise with internal and external colleagues to share patient pathway and diagnostic information.
22. Assist with the management and monitoring of outpatient schedules utilising the available capacity to ensure we meet demand.
23. Ensure Trust systems are updated with patient pathway status information and that data quality is maintained.
24. Proactively support the management of the patient pathway to avoid breaches and take steps to resolve any issues, or escalate where necessary.

### **Inpatient Pathway (Speciality Specific)**

25. Ensure that Trust agreed standard of service is delivered to patients requiring elective admission to speciality.
26. Ensure details of patients to be admitted are entered onto EPR, recording accurate information.
27. Ensure that appropriate tests and investigations are arranged and completed, with results available before procedure/appointment.
28. Liaise with theatres to ensure that specialist equipment is available where needed and that theatre slots are utilised appropriately.
29. Ensure ward, surgery areas and clinical teams are aware of patients who have been booked in for surgery and any special requirements for the admission
30. In line with departmental protocols, communicate basic clinical information to patients relating to their procedures and treatments, ensuring appropriate distribution of patient information.

### **Communications/Customer service**

31. Demonstrate high levels of customer care and be an ambassador for customer care within the Trust.
32. To be the friendly, sensitive and accessible focus for patient and carer communication, ensuring that all patients have the opportunity to agree their appointment and admission dates.
33. Exercise judgement when managing patient/relative complaints aiming to resolve concerns and find appropriate solutions within capabilities and escalate to management when needed.

34. Being able to demonstrate compassion and understanding whilst remaining professional when dealing with sensitive, emotional or distressed patients/circumstances.
35. Be part of the communication hub for clinical team, other PPCs, GPs, patients and their relatives, as well as internal and external organisations.
36. Promptly answer telephone enquiries, taking and relaying messages in polite and helpful manner, taking action as appropriate.
37. Ensure interpreting equipment/services are available when required for patient consultations.
38. Inform transport department of patients who are awaiting transport following Trust protocols.
39. Send written confirmation of appointments and admissions to all patients.
40. Support the team in producing timely written and verbal communications with patients, clinicians, nursing staff and management.
41. Ensure that all information distributed to patients is accurate and up-to-date.

### **Health Records – Security & Management**

42. When needed, ensure that Health Records movements are tracked at all times, and that annotations are made on EPR where applicable, to enable full traceability and availability.
43. All Health Records are stored and processed in accordance with Trust guidelines and meets Information Governance standards.
44. Request Health Records as required by members of the team via EPR.
45. For non-clinical requirements, retrieve Health Records from the Trust (Other than the Health Records Library, and satellite offices where the Health Records Department will manage this process for you).
46. Ensure that all “medical/clinical notes” and correspondence are uploaded and accurately recorded within the patient’s electronic medical record and where necessary, merge and file within the paper record before forwarding to the next area, or returning to the Health Records Library.
47. Provide full support to other members of staff in locating Health Records.

### **Education and Training/Self-Development**

48. Develop skills within the role to facilitate better working practices and advanced role based skills.
49. Identify own training and development needs and undertake appropriate training/education as required.
50. Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed.
51. Partake in staff surveys and audits where necessary.
52. To attend statutory and mandatory training as and when required to do so.
53. Act responsibly in respect of colleague’s and patient’s health, safety and welfare following safe work practices and complying with the Trust’s Health and Safety Policies.

This job description should be regarded as a guide to the planned duties and responsibilities of the post. The description is not exhaustive and will be subject to periodic review in association with the post holder.

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### **Ways of Working and Behaviours**

The job holder will display the agreed behaviours of the Directorate and the Trust as encapsulated by the performance management and personal development documentation, and in particular, the Trust expects all staff to comply with all relevant policies and codes of conduct and to display the values of the Trust.

The key purpose of this role is to deliver a 'world class' service to the Trust and the job holder will be expected to deliver this level of service through personal conduct, personal responsibility and the following key characteristics.

### **Policies and Procedures**

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust. The following is an extract of some of the major policies and full details of all are contained on the Trust Intranet site.

In the event of any circumstances arising where you are unsure of the correct course of action, you should (a) take advice from the relevant specialist within the Trust, and (b) refer to the detailed procedures on the Intranet.

### **Medical Questionnaire**

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. You may also be required to undergo medical examinations in the future and/or at intervals stipulated by the Trust.

### **Equality of Opportunity and Diversity**

The Trust operates an Equality of Opportunity and Diversity Policy and welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. It aims to ensure that no action taken on behalf of the Trust causes direct unlawful or unfair discrimination to any job applicant, employee or former employee.

Anyone who has responsibility for the work of others, for recruitment, appraisal or discipline, must ensure they are familiar with the relevant policies in order to uphold the principles and observe the detail.

### **Information Security and Confidentiality**

Everyone who works for the Trust has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. You are expected to safeguard the confidentiality, integrity and availability of data, whether in computerised or manual systems or storage, especially, but not limited to information concerning individuals (patients, job applicants, members of staff etc) and commercially sensitive matters.

Trust policies and statutory regulations must be followed. Breaches will result in disciplinary action which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidentiality may also result in a civil action for damages.

If you have a concern about improper conduct within the Trust, you have a duty to disclose that, either by approaching an appropriate senior manager or the Trust's Information Governance office.

### **Health and Safety at Work Act**

Every member of staff is required to take responsible care for the health and safety of themselves and other persons who may be affected by his/her acts or omissions at work. You are also required to co-operate with the Trust to ensure that statutory and departmental safety regulations are adhered to.

**Fire**

You must attend relevant training programmes as required in order to comply with agreed fire procedures and to take the appropriate action if the fire alarm sounds.

**Control of Infection**

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic techniques.
- ii) Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.
- iii) Participate in mandatory training and annual updates

**Smoking**

- i) Smoking is prohibited by law anywhere on Trust property - including buildings, car parks and grounds.

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**PERSON SPECIFICATION**

FACTORS	ESSENTIAL	DESIRABLE
1. RBFT and CAT11 values.	<ul style="list-style-type: none"> <li>• Demonstrates the ability to meet Trust and CAT core values.</li> </ul>	
2. Education/Qualification e.g. education, qualifications, Registration requirements.	<ul style="list-style-type: none"> <li>• GSCE (or equivalent) or above in English Language</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft packages</li> <li>• Customer service qualification/course completion</li> </ul>
3. Previous Experience e.g. paid and unpaid relevant to the post.	<ul style="list-style-type: none"> <li>• Experience within a customer service setting</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using of IT systems and patient data systems.</li> <li>• Experience of scheduling outpatient appointments and/or admissions.</li> <li>• Experience of working with patients and providing information regarding their appointments or treatment team.</li> <li>• Experience within an NHS administration environment</li> </ul>
4. Skills, Knowledge, Abilities.	<ul style="list-style-type: none"> <li>• Good verbal and written communication skills</li> <li>• Computer literate</li> <li>• Capable of remaining calm and professional in busy situations</li> <li>• Ability to work as part of a team under supervision</li> <li>• Attention to detail</li> <li>• Organised and methodical</li> <li>• Demonstrates an ability to project a professional attitude / image</li> <li>• Good level of literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>• Use of EPR with the ability to interrogate the system.</li> <li>• Competent in the use of IT/patient data systems.</li> <li>• Good keyboard skills</li> <li>• Knowledge of medical terminology appropriate to specialism.</li> </ul>
5. Aptitudes, Personal, Characteristics e.g. aptitude for figures, special demands of the post.	<ul style="list-style-type: none"> <li>• Keen eye for detail.</li> <li>• Ability to maintain a professional approach at all times.</li> <li>• Ability to follow and work to policies and protocols.</li> <li>• Reliable and adaptable.</li> <li>• Patient focused.</li> <li>• Acts with integrity.</li> </ul>	