

JOB DESCRIPTION

JOB TITLE: Health Records Administrator

WARD/DEPARTMENT: ERS Health Records

GRADE: Band 3

ACCOUNTABLE TO: Associate Director of Operations for Clinical Support Services and Women's and Children.

RESPONSIBLE TO: Manager Health Records and Outpatients

PATIENTS FIRST – SERVICE STANDARDS

At West Suffolk NHS Foundation Trust we promise to put Patients First. Our commitment to every patient, every day, doing our best to ensure they feel safe, in a clean and comfortable environment with highly professional staff who work together to achieve this.

We want our patients to feel cared for, with a courteous and respectful attitude from kind and helpful staff who have the time to listen and keep them informed at every step. We want them to feel confident that their treatment is provided by skilled and compassionate teams who will involve them in their care and who understand their time is valuable.

The Trust delivers services to patients seven days a week and aims to provide equality of treatment and outcome regardless of the day of the week. To meet these aims and changing service requirements, the Trust may need you either to work temporarily outside of your core hours or to permanently change your core working days and hours. The Trust will give you reasonable notice, where possible, of temporary changes to your days or hours of work and will consult with you and/or your staff representatives about substantial permanent changes, but ultimately, these are changes which may be required of you.

JOB PURPOSE:

The post holder will have frequent contact with patients, carers, relatives and members of the MDT. To ensure new patient encounters are available on eCare, booking new and follow-up appointments. The administrator will complete the check-out process with expert knowledge of RTT coding for surgical appointments.

The post holder is required to multi-task in different specialty clinic areas, including the Macmillan unit supporting staff and patients with difficult and distressing situations. To provide a repair service for Audiology and to provide reception cover out of hours in the Outpatient Clinics as required. The post holder will offer the highest customer care, ensuring patient confidentiality is maintained at all times.

KEY TASKS:

Communication and Team Working

1. To have extensive knowledge of the following systems required to check-in & discharge patients, add new encounters, admit and discharge patients for minor operations, book follow up appointments for rapid access clinics, virtual clinics, complete outcomes for the PTL and coding, which include;

e-Care –SSO Appointment Book, SSO Explorer, PM Office, Powerchart, HIM Tracking

Summary Care Record
Evolve
PACS
Choose and Book eReferrals
Bookwise
Self-Check-in Kiosk system
Emails, Photocopier/Scanner
Language Line
Meridian
Open Eyes
Medic Bleep
Patient Portal

2. To be responsible for the clinic reception area, ensuring patients are communicated to effectively and their needs are responded to providing information and guidance on accessing further services within the Trust. Staff are expected to manage complex queries from patients, relatives and other staff in all medical record related aspects.
3. To support the Audiology service with repairing patient hearing aids via a "walk in" service, replacing tubes, moulds, batteries and cleaning hearing devices. Recording patient details for more complex repairs following the department process for managing hearing devices.
4. To add new patient encounters for the virtual fracture clinic, when a patient has been referred from another provider, reception staff are required to use the PACS system to ascertain if an image has been uploaded and if the x-ray or imaging is not available, receptionists will telephone PACS to request the image. Appointments are then made on e-Care following the VFC, these new encounters relate to the 18 week pathway.
5. Medical Haematology & Oncology New and Follow up patient appointments are not booked by the Telephone Appointments Centre, therefore the reception staff manages the complex appointment booking process. The reception staff liaises with MDT's, Consultants, nurse specialists and the Day unit staff to plan, organise and schedule appointments according to individual Chemotherapy and Radiotherapy programmes. The staff will also be expected to work closely with the AOS team when unwell patients are being admitted as emergencies. To frequently offer support and sensitivity to patients and relatives within the unit especially when they have received bad news.
6. Medical Haematology & Oncology patients do not receive NetCall reminders; reception staff will track and send appointment reminder letters to these patients ahead of their yearly Radiotherapy follow-up appointment, to further support patient care.
7. To further support the Day Surgery Unit adding new Orthopaedic encounters to ensure patient discharges are not held up.
8. To frequently utilise tact and persuasive skills when there are barriers to understanding i.e. language barriers, patient or family members who are emotional, abusive or under the influence of drink or drugs, in order to minimise personal risk. To support distressed patients and visitors.
9. To update patient registration details on e-Care complying with national guidelines for access to healthcare for overseas visitors. To work closely with the overseas finance team identifying patients who have not been a resident in the UK for more than 12 months.
10. To pro-actively promote among clinicians, health care workers and any other associated outside agency, awareness of the Health Records role and its uses within the trust in order to raise the stature of Health Records as the essence of professionalism.
11. Facilitate improved communication within the department and between other departments, clinicians, managers, ward staff, hospital transport and other external agencies.

12. To meet and greet patients on Outpatient Reception areas, in an appropriate, polite and helpful manner to assist in ensuring the patient experience is as positive and pleasant as possible in line with the Trust 'Putting You First' initiative.
13. Demonstrate professionalism when dealing with telephone enquiries whilst adhering to the rules under the General Data Protection Regulations.
14. Be aware and able to deal with situations that may cause conflict (e.g. potentially violent patients/relatives) and respond in an appropriate manner using conflict resolution techniques.
15. To assist in the planning and organising of outpatient clinics to include the re-scheduling of follow up appointments, completion of clinic outcome codes in line with the RTT, 18 week pathway to facilitate clinic income coding.

Planning and Organising

1. The Administrator will ensure that all reception areas are covered should sickness be reported and adjust the staffing rota accordingly.
2. To allocate workload to other colleagues and to Band 2 bank staff according to priority and demand.
3. To take formal minutes of the Health Records Committee and Health Records Governance meetings on a monthly basis. To transcribe and type the minutes, working with the Outpatients and Health Records Service Manager to ensure accuracy and to then distribute to committee members.
4. To liaise with the Transport team when patients are/have been using the transport service in order to attend Outpatient appointments. To plan their collection by liaising with the control centre and the Discharge Waiting Area. Staff record patient transfers from Outpatients to other areas ensuring safe patient care and to log DATIX's when there are patient transport issues.
5. To assist the Manager in maintaining departmental performance, with regard to quality and quantity by upholding agreed standards.
6. Ensure accessibility to the Evolve system to be able to provide clinicians with referrals.
7. To take initiative when there are empty slots for Saturday/out of hours clinics; to bring forward patient appointments to ask them to attend an earlier time for their clinic appointment to further support efficient running of the clinics and management of staff resources.
8. To responsible for liaising with external contractors to report issues with the photocopier not working.

Managing – People and Resources

1. To plan and provide training to other colleagues on administration duties and instruct small groups from other departments.
2. To take personal responsibility to ensure the correct usage of all resources provided by the Trust to perform assigned tasks
3. To identify, support implementation and participate in any cost improvement measures as required by the department or the Trust
4. To ensure effective handover to colleagues for patients awaiting transport, to liaise with staff on the Discharge Waiting Area when patients require extra nursing support
5. Maintain adequate stock levels of stationery and maintain a clean and tidy work area



Putting you first

Training and Teaching

1. To continually build knowledge of all aspects of the Outpatient receptionist role in the Trust, in different specialties and to have knowledge in the preparation of scanning, scanning and quality assurance roles in the 'Electronic Document Management' team to be enabled to provide cover wherever it is needed as required
2. To actively seek and attend in-house training, workshops, formal training, open discussions, and briefings from various expert sources, in order to maintain current efficiency and to increase knowledge and experience levels as required
3. To be responsible for attaining and maintaining proficiency levels necessary to support the patient record and clinic process
4. Attain and maintain proficiency levels in all relevant tasks within the Health Records Department and perform these duties as required
5. To be responsible for providing training to new or less experienced members of staff, as required and to staff within other departments for example; RTT coding, admitting and discharging and maintenance of the patient record; ensuring the use of departmental SOPS and Trust policies as training guides.

Policy and Service Development

1. To adhere to current Health Records Policies and Procedures and conform to National Standards as established by the Health Records and Outpatient Manager.
2. To ensure that correct procedures are adhered to relating to telephone calls into department and take appropriate action as necessary.
3. To work within an overall framework of Clinical Governance.
4. To support the Manager in the implementation of Trust Policies such as Risk Assessment and Incident Reporting management.
5. Develop a professional and analytical approach to the Health Records department and to the further development and enhancement of an evidenced-based and patient focused Health Records service.
6. To assist and participate in the departmental audit programme.

Administration

1. To register all new patients on e-Care following set procedures, to be responsible for checking the Summary Care Record via smartcard for each new registration.
2. Generate encounters for patients requiring follow-up appointments outside the breach time.
3. To offer all patients attending the outpatient department the opportunity to give feedback through the "friends and family" questionnaire. To then input collected data onto the 'Meridian' system to enable further analysis and to assist the audit programme.
4. Staff have higher access to e-Care enabling the ability to create and add additional appointment slots onto e-Care as requested. To also decessa a Patient registration on eCare following the Trust process and ensuring any future appointments are cancelled.

5. Check all appointments on the bookshelf for every clinic to ensure that patients have been booked into the correct location, report or reschedule all appointments booked incorrectly.
6. To attend discussions, meetings, and functions that have a direct bearing on the patient record and clinic process, as required.
7. To correctly pull, bind and check outpatient clinic documentation. To ensure documentation is prepared ahead of all off-site “away” clinics and collected by transport within agreed timescales.
8. To uphold highest levels of efficiency relating to the correct usage of e-Care and any other data storage system required to maintain standards.
9. To support the Trust in complying with National Standards, for example Information Governance.
10. Check and update overseas residence status for visiting patients who attend outpatient appointments in line with Government and Trust guidelines ensuring all data is recorded and forwarded to the overseas finance department. To escalate overseas visitors who require a formal interview to the Finance team. To obtain and verify patient identification to enable registration onto the Patient Portal.
11. To update GP practice details for patients attending the outpatients department, ensuring communication is sent to the correct GP avoiding delays in continuing care.
12. In the event of an IT system failure, manual procedures are implemented ensuring a safe passage through the department for the patient. Input of all documentation to be processed retrospectively.


Health, Safety and Security

1. Use and encourage others to be familiar with the personal security systems within the workplace, according to practice guidelines.
2. To initiate RPI calls if assistance is required in the outpatients departments for staff and patient safety.
3. Identify the risks involved in work activities and undertake them in a way that minimises risks.
4. Work in line with Health and Safety policies and procedures within the workplace.

Personal Development

1. Demonstrate insight into own personal development needs and access development through an agreed appraisal plan.
2. Attend mandatory training and complete other in service training including eLearning as necessary.
3. Maintain and develop standards of practice through continuous personal development in line with healthcare changes, developments and service delivery requirements.
4. To monitor own performance against previously agreed objectives as identified in the appraisal process, actively improve own knowledge and the experience levels required to achieve and maintain agreed objectives.
5. To be knowledgeable in all Business Continuity plans.

Person Specification

REQUIREMENTS	ESSENTIAL	DESIRABLE	Evidence
<p>Values and behaviours – these will be discussed and assessed throughout the selection process</p>	<p></p> <p>Willing to start every interaction with “Hello, my name is...” in order to build good working relationships and communication links with colleagues, patients and their families</p> <p>Keen to put patient care at the heart of work to improve outcomes and service delivery Motivated to deliver the highest possible standards and quality outcomes Willing to “be the best you can be”, continually looking for ways to improve and develop in order to reach full potential Confident to encourage others to develop themselves and the service through improvement, innovation and continuous development</p> <p>Able to work effectively in conjunction with others (patients, colleagues, families) to contribute to the delivery of high quality healthcare</p> <p>Build positive working relationships, respecting and valuing the contributions made by others and acting in a considerate, helpful and inclusive manner at all times</p>		<p>Interview</p>
<p>Education & Qualification</p>	<ul style="list-style-type: none"> NVQ/BTEC/ILM Level 3 or equivalent experience 	<p>Computer literacy qualification EDL</p>	<p>Application form & certificates at interview</p>

Experience & Knowledge	<p>Previous experience as an administrator/receptionist role, communicating with the general public.</p> <p>Knowledge of Information Governance requirements and GDPR (2018)</p> <p>Ability to analyse and interpret management and patient information and to make recommendations to others</p> <p>Knowledge of National guidelines for patients accessing hospital services who are not residing in the UK or for those who have residency of less than 12 months</p> <p>Communication with a wide range of multi-disciplinary teams and external agencies</p> <p>Working in an effective team</p>	<p>Experience of working within the NHS</p> <p>Experience of working where data is confidential</p> <p>Experience of multi communications with a wide range of teams</p> <p>Specialised knowledge Meridian</p> <p>Specialised knowledge of eCare, OpenEyes, Choose & Book Referrals, Self-Check Kiosk & Bookwise & knowledge of DATIX incident reporting</p>	<p>Application form and or interview</p>
Skills & Abilities	<p>Excellent interpersonal and communication skills</p> <p>Excellent verbal and written communication skills</p> <p>Ability to work with different staff groups across all levels of the organisation</p> <p>Ability to work calmly in a busy environment</p> <p>Excellent IT skills</p> <p>Ability to use problem solving skills</p> <p>Time management skills</p> <p>Target driven</p> <p>Able to manage own time and deliver personal objectives under pressure</p> <p>Ability to analyse and resolve complex patient appointment issues</p> <p>Able to utilise conflict resolution training techniques in highly stressful situations</p>	<p>Ability to work autonomously, using own initiative</p> <p>Ability to prioritise work load</p> <p>Understanding of risk management and health and safety issues, raise incidents on DATIX</p> <p>Knowledge of health records</p> <p>Knowledge of e-Care or other NHS computer programmes</p> <p>Medical terminology</p>	<p>Application form / interview</p>

Personal Qualities	<p>Diplomatic and calm under pressure.</p> <p>Approachable, friendly and supportive of others</p> <p>A genuine interest in contributing to kind and compassionate care within the Trust</p> <p>Emotionally robust and resilient to cope with all situations that may arise within the Outpatient Departments</p> <p>Flexible approach to working hours, both within and outside the constraints of the rota, with an ability to work on Saturdays, Bank Holidays and evenings as required</p> <p>Values the importance of good presentation</p> <p>Able to relate to all people, valuing individual qualities that contribute to team working and the outcomes of care delivery</p> <p>Adaptable and accepting of change within the job role to ensure an efficient service delivery</p> <p>Values the importance of positive patient experience</p> <p>Interest in personal and professional development</p>	Enjoy working in a team environment	Application form, interview
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