

FAIRFIELD INDEPENDENT HOSPITAL

JOB DESCRIPTION

JOB TITLE:	Reception Administrator
DEPARTMENT:	Administration
SALARY:	B1
HOURS:	Bank/Zero Hours
CONTRACT:	Bank/Zero Hours
RESPONSIBLE TO:	Head of Administration
ACCOUNTABLE TO:	Head of Administration

Job Summary

The post holder will welcome patients and visitors to the Hospital and deal with both out patient and in patient bookings on busy reception desks and back office. They will ensure the Out Patient Department runs effectively and professionally by providing a high standard of customer service and administration. They will work closely with other departments, need to ensure billing is completed and make bookings using the Hospital's computer system (iSOFT). The post holder must have excellent communication skills in order to deal with patients, relatives and medical professionals both face-to-face and on the telephone. The post holder will be responsible for ensuring the reception environment is professional at all times.

Role & Responsibilities

- Book patients onto iSOFT and carry out procedure for follow through to clinic.
- Answer the telephone and deal with enquiries.
- Make and amend clinic appointments using iSOFT paying particular attention to any Consultant requests.
- Adhere to the Data Protection Act and the confidentiality at all times.
- Be aware and inform patient when necessary that all new patients must have a referral letter from their GP.

- Have a full understanding of charging and billing patients, prepare accounts and bill patients accordingly.
- Obtain required information from patients and input into iSOFT.
- Update iSOFT with any new information about the patient eg arrival time, if results are required etc.
- Any other task required with relation to Outpatients administration.
- Assist administratively in other departments when required.
- To adhere to all Information Management System Policies and Procedures
- Answering switchboard in a pleasant and efficient manner and putting calls through as quickly as possible.
- Sort mail
- Any patients to be admitted, patient details to be checked, taking into account any change of address or GP or next of kin.
- Discharge any patients and follow up appointments made
- Ensure any EDI forms are completed correctly
- Deal with outgoing mail/franking machine
- Direct visitors ensuring security procedures are followed i.e. signatures have been obtained and identity badges issued
- To arrange outpatient appointments including physiotherapy paying particular attention to Consultant requests regarding their clinics
- To change appointments for patients and/or consultants when required
- When registering patients ensure **all** information is obtained re the patient, GP, DOB, next of kin, correct address, telephone number and medical insurance details.
- When patient registration is completed inform the nurse of patient's arrival for appointment
- Check the computer, as File Room staff have to produce old notes in time for the clinic

The above list is not exhaustive but reflects main duties of the post. It will be reviewed annually to respond to the changing needs of the service, in consultation with the post holder.

Additional responsibilities

Communication

Committed to working and engaging constructively with internal staff.

Health & Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

Infection Control

All staff will adhere to infection control policies and procedures at all times.

Information Governance

As an employee you will have access to information that is sensitive to either an individual or to the organisation and you are reminded that in accordance with the requirements of Information Governance, NHS Code of Confidentiality, Data Protection Act 1998 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the Hospital but must be declared in writing at the appropriate stage during the recruitment process.

Equality & Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation including the Disability Discrimination Act 2005, the Equality Act 2006 and the Race Relations (Amendment) Act 2000 and to:

All employees must act in ways that support equality and diversity and recognizes the importance of people's rights in accordance with legislation, policies, procedures and good practice.

Smoke-free Policy

This Hospital operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles.

The job description does not form part of the Contract of Employment.

Name of Postholder:
Signature of Postholder:
Date: