

Job Description

JOB TITLE:	MEDICAL ADMINISTRATOR
SALARY GRADE:	VARIES DEPENDING ON EXPERIENCE
BASE:	THE YORK MEDICAL PRACTICE

The York Medical Practice, Twickenham are looking for an enthusiastic and positive person to join our experienced team of Medical Administrators. You will be the first point of contact for our patients so we are looking for someone with a proven track record of delivering high quality service.

Duties:

Front Desk & General Duties

1. Greet all patients courteously and direct them to the services they require and if necessary personally escort them to the healthcare professional with whom they have an appointment.
2. Answer the telephone courteously and respond to all telephone inquiries, redirecting where necessary.
3. Check all prescriptions have been signed and file for collection in alphabetical order.
4. Check all electronic prescriptions and queries have been completed signed and sent off.
5. Give out prescriptions and correspondence filed in reception to patients after they have confirmed identification.
6. Collect certain fees from patients as and when required, and issue with relevant invoices
7. Register new patients, applying relevant codes if outside the practice boundaries, give out appropriate forms, assist with completing, check for correct information enter registration details on the practice computer systems.
8. Make new and follow-up appointments for patients over the telephone as per practice protocol. Speak slowly and distinctly all patients should be identified via 2 checks of information (name & DOB are most commonly used), confirm the booking by repeating the Clinicians name and the time and day of the appointment.
9. Record requests for home visits in the visit book and print out health summary.
10. Patient contact numbers, to check on EACH patient contact that we hold their current contact telephone numbers including mobile number. Update patient record on the EMIS system patient record.
11. To inform the relevant staff member of stocking levels of consumables and request replacements in a timely manner
12. To be responsible for the efficient day-to-day running of the Primary Care Services. This will include collection of specimens, and delivery of mail/fax/e-mail and care and maintenance of patient waiting rooms.
13. To ensure confidentiality on all matters relating to patients and information obtained during the course of employment and not to release such information to anybody else other than acting in an official capacity.

14. To be responsible for maintaining petty cash according to practice policy.
15. Be proficient in use of Windows Office Software and to maintain a working knowledge of the practices computer systems, including entering and retrieving patient data. Participate in any required training as part of your self-development plan.
16. The Practice is paper light which means that it is very important that information recorded on the Practice Database is always accurate, please pay attention to detail to ensure phone numbers, names and addresses are recoded correctly.
17. Encourage patients to sign up to the practice online system where patients can book appointments, request medication and review their medical history

Clerical Duties

1. Prescription Requests must only be accepted in written form fax, letter, request form, date stamp and file for processing. Patients are encouraged to use the online system, as it is more efficient and helps remove chances of errors
2. Review uncollected scripts and forms/letters awaiting collection after a specified time seek confirmation re disposal from Reception Manager.
3. Regularly confirm patient address and contact details against those held on the Practice database and update accordingly. We are now able to send appointment reminders via text and group emails with larger information on services we provide.
4. Photocopy patient record notes as required
5. Retrieve and file patient records when required, ensure the medical records cabinet contents are kept tidy and in alphabetical order at all times.
6. Open mail, sort accordingly.
7. Send and receive faxes and circulate to designated personnel.
8. Ensure plentiful supplies of patient forms and information leaflets are available at all times
9. Open DOCMAN and follow the Dr Instructions for ACTION, make appointment etc.
10. Registration Link Deductions, produce report and pass to Reception Manager for authorisation, once authorised pull patient records and print Patient FULL REPORT. Report and notes are placed in individual bags and collected via courier.
11. Undertake clerical duties, specified at the time, concerning data input into the practice system. Enter and maintain Patient and Practice details on the Practice Database in line with Practice policies and procedures.

Administration Duties

Document Management Processing - To be responsible for the scanning of and medical coding of clinical correspondence onto our clinical system, EMIS, using Docman.

It is vital that checks are carried out before electronically filing a letter to ensure 100% accuracy in patients medical journals. The main responsibilities of the post-holder will be to summarise and read code relevant information from patients clinical records, hospital correspondence and other sources into the practice computer system, working strictly in accordance with the practice notes summarising and read code protocols.

Main Duties/Key Tasks:

- Read Coding the information into the practice clinical system
- Auditing data collection standards in the practice
- Monitoring patient call and recall systems
- Filing and retrieving paperwork
- Extraction of necessary data from clinical correspondence and input into electronic patient Record.
- Scan and electronically file copies of hospital referrals and letters and any other relevant correspondence into patients notes.
- To ensure the efficient running of the practice computer system, carrying out searches, audits and recalls as required by the doctors, nurses and manager.
- Troubleshoot clinical database
- Report faults to software supplier and track progress
- Ensure backups are taken in accordance with practice procedure
- Pro-actively initiate data quality improvement projects
- Set up and run clinical searches
- Ensure accurate report output
- Interrogate data for audit purposes
- Maintain the appointments system
- Ensure security of data at all times

Competencies

- Sound knowledge of Windows and MS Office
- Awareness of data security requirements
- IT literate (CLAIT or equivalent qualification)
- Good verbal and written communication skills
- Problem solving skills
- Flexible approach, team player, good sense of humour

Other

Undertake such other duties or projects as may be reasonably required from time to time as are consistent with the responsibility and scale of the post as agreed with the Reception or Practice Manager.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential

- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to **confidentiality and the protection of personal and sensitive data**

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the teams performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize peoples needs for alternative methods of communication and respond accordingly

The post-holder will:

- Apply practice policies, standards and guidance

- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate