



## PHOENIX HEALTH GROUP

### JOB DESCRIPTION

**JOB TITLE:** Patient Administrator

**REPORTS TO:** Patient Admin Manager

#### **Job Summary:**

To work within the Patient Administration Team providing administrative support to the practice across all sites.

#### **Main Duties**

- Process referrals, both private and NHS and manage worklists on ERS systems.
- Deal with patient tasks generated by GPs and other departments.
- Action GP requests in Patient Admin documents inbox.
- Record deaths – process death certificates and other related documentation.
- Keep up to date information resource, e.g., consultant details, hospital information, etc.
- Notify infectious diseases to Public Health.
- Take telephone calls and messages - ensure where possible that they are acted upon.
- Type other correspondence as requested by other members of PHG e.g emails, TWIMC letters.
- Keep up to date with internal emails, action Outlook emails – Individual and Team
- Gain a basic understanding of the role of other members of the non-clinical team.
- Flexibility to work additional hours to cover colleagues is essential.
- All staff are expected to participate in relevant practice & team meetings, presentations, and training days.
- Be responsible for keeping your e-learning up to date
- Work as part of a team offering workload support to team colleagues when required.

**Scope of the Job:**

Accuracy in recording and processing, both computer and handwritten messages is essential. The Patient Administrator will frequently be working with medical terminology and must be responsible for gaining as much knowledge of this terminology as possible.

**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.

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.



### **Equality and Diversity:**

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

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **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.
- Participation in annual basic lifesaving update training.
- Participation in relevant protected learning time training sessions.

### **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 team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload, and resources.
- Ensure E-learning is up to date.

**Communication:**

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

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

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.