NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: **Patient Service Advisor**  Responsible To:  **Inpatient Services Manager**  Accountable To:  **Director of Clinical Services** |
| 1. **Job Summary** |
| To work as a member of the Ward/Day Unit team in providing an effective and efficient administrative service at all times. To work with staff of all disciplines, dealing with patients and visitors promptly, courteously and efficiently, paying particular attention to the principles of customer care in order to provide a service of the highest standard. |
| 1. **Role of the Department** |
| To provide exceptional care to all patients of New Victoria Hospital as part of a dedicated team working collaboratively to meet the needs of patients, within the framework of the Hospital’s policies and procedures. |
| 1. **Key Working Relationships** |
| * Patients and visitors * Nursing team * Consultant users * Allied Health Professionals * Clinical Coders * All other employees |
| 1. **Duties and Responsibilities of the Post** |
| **Customer Satisfaction**   * To recognise the importance of applying the principles of customer care to the general public and staff within other departments in the Hospital * To welcome patients and relatives to the Ward/Day Unit and assist with Ward/Day Unit orientation, arranging refreshments as required * To deal effectively with the administrative details of admission, transfer and discharge of patients. * To ensure complete confidentiality of patient information, medical records etc. at all times. * To deal promptly, sensitively and effectively with complaints or suggestions from patients, relatives and members of staff and report without delay to the Nurse in Charge/Inpatient Services Manager   **Clerical/Administrative Duties**   * To establish and maintain, in collaboration with the Inpatient Services Manager, an efficient Ward/Day Unit administration management system * To deal with telephone queries concerning non-clinical matters and to refer clinical matters to an appropriate person. * To ensure that all the appropriate documentation is prepared and available for nursing staff to access on a daily basis. * To maintain patient medical records in an orderly fashion, ensuring they are complete on a daily basis, adhering to the Medical Record Policy. * To file nursing documentation, results of investigations and report forms in patient medical records, ensuring confidentiality at all times on a daily basis, adhering to the Medical Record Policy and Filing of Medical Records procedure. * To undertake filing of completed medical records in the Medical Records Department * Work closely with the Administrative Support Assistant. * To gather and collate accurate information and input onto the computer as required. * To arrange appointments for patients within the Hospital and at external hospitals, organising transport as appropriate * To liaise with the Clinical Coders ensuring that medical records are available in a timely fashion * To ensure any alterations in administrative detail are communicated to the relevant department/s * To order and monitor supplies and stock levels of stationery. * To liaise with the catering staff on a daily basis to ensure accurate patient dietary requirements are met and are updated of any room changes. * To liaise with the housekeeping staff on a daily basis to maximise patient flow keeping them informed of extended length of stays, discharges and room changes. * To undertake any other relevant duties as required by the Nurse in Charge/Inpatient Services Manager/ Director of Clinical Services * Report any maintenance or IT issues to the relevant departments.   NHS waiting list initiative related:   * To admit and discharge patients on CRS * To log all NHS notes as received from and returned to Kingston Hospital * To assist the nursing team with looking up and printing results required for NHS patients prior to their admission * To liaise with Kingston Hospital representatives with any discrepancies related to patients coming in for admission to the Hospital. * To ensure that all the appropriate copies of nursing and medical documentation is copied and placed in the NHS notes prior to them being returned to Kingston Hospital. (Currently done by a bank admin support) * To scan and email discharge summaries to relevant departments in Kingston Hospital. * NHSE Gender dysphoria surgical services (GDSS): Scan and email GDSS patient notes to the GDSS admin team. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Charitable * Be flexible with working hours to reflect the needs of the department * Attend mandatory training as identified by the hospital * Develop own knowledge, skills and experience through supervised practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that Hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |
| 1. **Disclosure and Barring Service Check** |
| This post requires the disclosure of all criminal record information including details and dates of ‘spent’ convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions through the Disclosure and Barring Service check. If necessary staff will be asked to submit written details in relation to this requirement, as well as any other information that will allow the Hospital to make a fair decision as to their suitability. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | * Educated to GCSE level in English and maths |  |
| Knowledge | * Computer literate | * Previous work within healthcare |
| Experience | * Ability to integrate well as part of a team * Working with the public | * Meditech experience |
| Skills and aptitude | * Exceptional communication skills with an excellent telephone manner * Ability to work unsupervised * Good organisational skills * Able to deal with highly confidential information | * Willingness to learn and develop in a busy environment |
| Personal circumstances | * Enthusiastic and motivated * Enjoy working in a busy department * Ability to be able to work in a calm organised manner * Flexible to cover colleagues absences |  |