

## ROLE BRIEF

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| <b>Department:</b>           | <b>Admissions</b>  |
| <b>Job Title:</b>            | <b>Patient Services Co-Ordinator</b>   |
| <b>Responsible To:</b>       | <b>Patient Services Manager</b>  |
| <b>Location:</b>             | <b>Admission Office at The McIndoe Centre</b>  |
| <b>Key Duties:</b>           | <ul style="list-style-type: none"> <li>• To represent The McIndoe Centre and it's services in a knowledgeable, polite and efficient way</li> <li>• To meet the demands of the Admissions Office and the patient bookings</li> <li>• Monitor theatre activity and scheduling</li> <li>• Be fully active member of the Patient Services Team and be multi skilled within various different roles</li> </ul>  |
| <b>Key Accountabilities:</b> | <ul style="list-style-type: none"> <li>• Receive patient booking forms from consultant medical secretaries and process the booking onto the hospital patient computer system, in a timely and accurate manner.</li> <li>• Write to patients informing them of their admission details, including fasting information.</li> <li>• Co-ordinate with pre-assessment to ensure prompt attention given to patients with potential difficulties.</li> <li>• To process NHS bookings, using The Horder Centre patient administration System, as well as The McIndoe Centre System</li> <li>• Make electronic Imaging requests for orthopaedic patients and some maxillofacial patients where appropriate</li> <li>• To monitor theatre lists, date NHS patient into appropriate theatre sessions, ensuring efficient booking of theatre space.</li> <li>• Check the various different emails regularly actioning any that need booking.</li> <li>• Liaise with different outside organisations with regard to booking theatre space and patients.</li> <li>• Monitor some NHS outpatient activity, ensuring notes and relevant information is available for the consultant and updated as necessary.</li> </ul> |

- Update the PROMS spreadsheet with patient questionnaires.
- To monitor, and update information relating to PHIN data, and send regularly to Informatics at The Horder Centre
- To develop good communication skills with consultants, medical secretaries, and all internal departments.
- To keep an up to date electronic diary and liaise daily with the ward and theatres.
- Ensure patient listed for theatre are put in the correct order and work out admissions and starting details
- Monitor anaesthetic cover for all relevant theatre activity – meeting regularly with EGAS
- To produce and print all theatre and admissions lists for the hospital
- Type up all discharge summaries for NHS activity going through the hospital
- Ensure all relevant clinical paperwork is scanned to relevant outside organisations, securely
- Liaise with THC with regard to follow ups that need booking including hand therapy appointments
- Monitor medical records and scan any information onto the Hospital Medical records Electronic program
- Ensure notes of discharged patients are available and ready for clinical coding in a timely manner
- Monitor the ERS system daily and process any enquiries, making up notes, writing to patients, and liaising with consultants
- Check the daily night census and admit and discharge patients from The Horder Centre patient System

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|  | <ul style="list-style-type: none"> <li>• Have in depth knowledge of the hospital computer system and be able to update and amend theatre diary space when applicable</li> <li>• To cover outpatient appointments when required</li> <li>• Have knowledge of Helpline and how to answer enquiries and cover when necessary</li> <li>• To be able to support any member of the Patient Services team</li> </ul>  |
| <b>Key Knowledge, Skills and Experience:</b> | <p><b>Must Haves</b></p> <ul style="list-style-type: none"> <li>• <b>Excellent Communication Skills</b></li> <li>• <b>Good computing skills and Administration Skills</b></li> <li>• <b>Flexible approach</b></li> <li>• <b>Presentable</b></li> <li>• <b>Confident</b></li> <li>• <b>Good organisation Skills</b></li> </ul> <p><b>Nice to Haves</b></p> <ul style="list-style-type: none"> <li>• <b>Medical Background</b></li> </ul>  |
| <b>Health and Safety:</b>                    | <p><b>The Health Act 2008</b><br/>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• compliance with clinical procedures and protocols, including uniform and dress code</li> <li>• the use of personal protective equipment</li> <li>• safe procedures for using aseptic techniques</li> <li>• safe disposal of sharps.</li> </ul> |

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|  | Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.  |
| <b>Equal Opportunities</b>             | Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of : gender, sexual orientation, age, marital status, responsibility for dependents , disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable. |
| <b>Confidentiality</b>                 | You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person .  |
| <b>Safeguarding</b>                    | You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.   |
| <b>People Managers (if applicable)</b> | You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.  |
| <b>Review</b>                          | Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.<br>Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.  |
| <b>Role Brief Agreement</b>            | <p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p><b>Colleague name:</b></p> <p><b>Colleague signature:</b></p> <p><b>Date:</b></p>  |