

ROLE BRIEF

Department:	Guest Services
Job Title:	Guest Services Medical Records Assistant
Responsible To:	Guest Services Manager/Guest Services Co-Ordinator
Location:	Crowborough
Key Duties:	<ul style="list-style-type: none"> • To provide assistance to the Guest Services Manager / Guest Services Coordinator in the organisation of medical records storage. • Ensure there is an effective archiving solution in place which meets the legislative requirements as well as the centres policy – with regard to secure and confidential storage, secure and timely destruction. • Frequent moving and handling of Patient notes and boxes of medical records. Moving notes between main building and on-site archive. • Liaise with the providers of the archiving services, verbally and face to face, acting as the main point of contact. • Ensure there is effective record keeping in place regarding archived documents and that this is created in a way to facilitate easy updating in the future. This also includes Physiotherapy notes. • Arrange for off-siting of records when required following the correct procedures. • Pulling and filing of medical records. • Liaise with staff from other departments regarding their archiving requirements and to review existing archived documents. • Work together with other departments within the business to ensure a seamless patient journey. • To proactively anticipate work load and to prepare ahead accordingly • To maintain a good working relationship with all external parties linked with Horder Healthcare. • Filing, faxing, photocopying, distribution and retrieval of patient's notes in line with Horder Healthcare Records Management guidelines. • Contribute to the delivery of a high standard of Customer Care. • Under take other duties within clinical support to support team members as required by the Guest Services Manager / Guest Services Coordinator if record archiving duties are completed. To include but not limited to as below. • Receive telephone calls and forward as appropriate. • Distribute documents etc. to patients/staff. • Carry out 'meet and greet' duties on the reception areas, redirecting visitors, patients and staff appropriately in a confident and professional manner. • Provide clerical, typing and any other support as required by the clinical team. • Ensure, in conjunction with the Guest Services Manager / Guest Services Coordinator, that annual leave and planned sickness are covered in the Clinical Support team.

	<ul style="list-style-type: none"> Record arrival, departure times, and book follow up appointments via IPMs software. To register, book new appointments and enter insurance details on IPMs. Proficient in Microsoft Outlook, Word, Excel and data entry including, number accuracy. .Completion of all forms and relevant billing including the invoicing of patients. Maintain petty cash and petty cash records, reconcile petty cash.
Key Accountabilities:	<ul style="list-style-type: none"> Adhere to customer services standards and accompanying guidelines. Deal with customer complaints in a professional manner, involving senior staff as required and following Horder Healthcare's Complaints Guideline. Liaise with the management team to put forward proposals for improvements in service delivery based on customer feedback. Ensure that the customer's experience is as positive as possible and actively promote the organisation with customer interactions Take part in the company appraisals system.
Key Knowledge, Skills and Experience:	<p>Must Haves</p> <ul style="list-style-type: none"> A minimum of 2 years customer service experience. A minimum of 2 years recent administration experience Ability to multi-task and confident to work alone Good communication and interpersonal skills with colleagues at all levels A bright and breezy telephone manner (you can hear a smile over the phone!) Proficient in Microsoft Word, Excel and Outlook with recent working experience Excellent Keyboard/ skills Good general education – minimum GCSEs or equivalent A-C / 5-9* in Maths and English. High level of attention to detail <p>Nice to Haves</p> <ul style="list-style-type: none"> Medical Records management experience or training Previous experience in a medical setting will set you apart from the rest Knowledge of iPMS
Health and Safety:	<p>The Health Act 2008</p> <p>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</p>

	<p>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"> • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
Equal Opportunities	<p>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.</p>
Confidentiality	<p>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.</p>
Safeguarding	<p>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.</p>
People Managers (if applicable)	<p>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.</p>
Review	<p>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.</p> <p>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.</p>
Role Brief Agreement	<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>Colleague name:</p> <p>Colleague signature:</p> <p>Date:</p>
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