

ROLE BRIEF

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| Department: | Commercial and Business Development / Patient Services |
| Job Title: | Patient Services Advisor |
| Responsible To: | Patient Services Team Leader (Ortho and MSK) |
| Location: | Based at The Horder Centre, Crowborough. All-site responsibilities. |
| Role Summary | <p>At Horder Healthcare we are committed to delivering the very best patient service starting from the initial patient enquiry (NHS or private) through to booking, treatment, recovery and discharge.</p> <p>This is a key role within the Patient Services Team. The Patient Services Advisors are responsible for handling all patient enquiries and making all bookings (physio, outpatients and surgical) related to a patient's pathway.</p> <p>The role will ensure that there is consistently high standards of administrative service to patients irrespective of their referral route which is embedded throughout the culture and working practices of the team.</p> |
| Key Duties: | <p>Service Provision:</p> <ul style="list-style-type: none"> • Use computer programmes – for example Microsoft packages, Patient Administration System, e-Referral Service – to book patients into the Centre's services and track their progress. The services include, but are not limited to, physiotherapy appointments and classes, outpatients, pre-admissions and surgical admissions. • Ensure all patients are booked in accordance with Horder Healthcare's Access Policy and associated Standard Operating Procedures. • Ensure escalation to Patient Services Team Leader of any patients anticipated to breach locally and nationally mandated waiting times. • Update the Patient Administration System as required, creating supporting documentation such as admission/appointment letters and discharge letters as required. • Work closely with clinical staff to ensure suitable allocation of patients to appropriate clinics and theatre lists. • Receive and action telephone enquiries from patients regarding appointment and admission bookings. • Liaise with other Patient Services teams and clinical staff to ensure the provision of a seamless service to patients, consultants, colleagues and others. • Arrange transport when required. • Take all telephone calls coming into department and deal with as appropriate. <p>Quality</p> <ul style="list-style-type: none"> • Act as a specialist in Horder Healthcare services to knowledgeably answer patient queries and engage with prospective new patients through the promotion of Horder Healthcare. • Deal with customer complaints in a professional manner, involving more |

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| | <p>senior staff as required and following Horder Healthcare's complaints guidelines.</p> <ul style="list-style-type: none"> • Identify and propose improvements in service delivery based on customer feedback and own observations. • Ensure a constant focus on the delivery of a high level of customer service, whoever the customer is identified to be. <p>General</p> <ul style="list-style-type: none"> • To carry out any other reasonable duties as requested by senior staff. • To cover Patient Services Advisor colleagues as required. |
| <p>Key Accountabilities:</p> | <ul style="list-style-type: none"> • Accountable for booking patients into Horder Healthcare services in line with the Horder Healthcare Access Policy and associated standard operating procedures. • Accountable for delivery of waiting time standards or escalation of potential breaches. |
| <p>Key Knowledge, Skills and Experience:</p> | <p>Must Haves</p> <ul style="list-style-type: none"> • Good general education • Previous experience in a bookings/customer service role • Demonstrable ability to work with a wide range of people • Highly proficient with current technology and software application • Ability to prioritise workload and meet deadlines • Well-presented and articulate <p>Nice to Haves</p> <ul style="list-style-type: none"> • Experience in a hospital/medical environment • Experience in a role dealing directly with the public |
| <p>Health and Safety:</p> | <p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll 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"> • 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> |
| <p>Equal Opportunities</p> | <p>Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is</p> |

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| | discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependants, 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. |
| Confidentiality | You'll 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. |
| Safeguarding | You'll 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. |
| People Managers | 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. |
| Review | 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. 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. |
| 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> |