

## **Tetbury Hospital Trust**

### **Job Description**

<b>Title:</b>	<b>Health Records Administrator</b>
<b>Grade:</b>	<b>O (NHS '2' Equivalent)</b>
<b>Responsible to:</b>	<b>Reception Team Lead</b>
<b>Accountable to:</b>	<b>Head of IT &amp; Administration</b>
<b>Liaises with:</b>	<b>Consultants, nurses, ODPs, ENPs, domestics, maintenance, secretaries, physiotherapists, booking office staff, volunteers, delivery drivers, patients, relatives, carers.</b>

#### **Job Summary:**

The post holder will work as part of the support services team, ensuring the smooth day-to-day delivery of the Health Records Administration role maintaining effective and efficient systems for outpatient booking, healthcare record tracking, minor injuries registration, collation of data as required by the Trust and assisting in the preparation of notes or records for outpatient clinics.

The post holder will also be required to ensure the day-to-day delivery of the receptionist role within the Trust – meeting and greeting visitors to the hospital answering the switchboard and transferring calls, photocopying, administration of all mail – incoming, outgoing internal and external and ordering stationery.

#### **Principle Duties:**

##### **Outpatient Clinics**

Prepare all relevant documentation for the clinics making sure that patient labels, new patient referrals, results etc. are available in the medical notes.

Responsible for the location of any 'missing' patient notes tracked to area working in/or held in department.

Ensure patient information is fully maintained on the relevant Patient Administration System i.e. patient marked as attended, follow-up appointments made etc. and that clinics are properly cashed up at the end of each clinic session.

Arrange for records to be returned to the secretaries after clinics or on discharge of patients ensuring all records are tracked appropriately.

Once notes are finished with the receptionist is responsible for sending them back to appropriate health records storage and 'tracing' accordingly.

## **Using Patient Information Management Systems**

Update patient records and Registers ensuring that as much accurate patient data is recorded as possible.

Use communication skills to further question patients and relatives in order to obtain relevant and accurate information including all non-mandatory fields in databases.

Report all faults with Patient Administration System, or other equipment to the Senior Analytics & IT Officer.

## **Patient/Public Contact**

Welcome patients, relatives and visitors to the hospital and provide advice or guidance, information or assistance as appropriate.

To arrive patients onto the computer system or register them if attending as a walk-in due to a minor injury.

Deal with telephone enquiries from patients and relatives in a polite and professional manner ensuring that the information provided is accurate and compliant with patient confidentiality and data protection policies.

Remain composed and professional when faced with people displaying aggressive or violent behaviour.

Show empathy when dealing with emotionally distressed members of the public who may have received "bad news", and be prepared to deal with this situation on a daily basis.

Receive information from department managers and relay to patients and visitors as appropriate.

Treat individuals in a non-judgmental, respectful manner, irrespective of race, disability, gender, age, religion, personal appearance, lifestyle or behaviour.

Be able to concentrate whilst working in a busy, potentially noisy, public area with frequent competition for your attention.

## **Confidentiality**

As an employee you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to Tetbury Hospital Trust.

Your attention is drawn to the confidential nature of information collected within the health service. The unauthorised use or disclosure of patient or other personal information is a dismissable offence and in the case of computerised information could result in a prosecution for an offence or civil damages under the Data Protection Act.

## **Health and Safety**

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors.

All employees must comply with the Trust Infection Prevention and Control Policy. All employees must attend infection control training.

## **Quality Assurance**

As an employee of the Trust, you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

## **Equal Opportunities**

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

### **Risk Management**

You have a responsibility for the identification of risk which have a potential adverse effect on the Trust's ability to maintain quality of care and the safety of patients, staff and visitors, and for taking of positive action to eliminate or reduce these.

### **General Notes**

The duties outlined in this role specification serve as a guide to the current and major responsibilities of the post. The duties and obligations associated with the post will inevitably vary and develop and the role specification will be reviewed on a regular basis. Changes will be subject to consultation with the postholder.

### **Safeguarding**

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures.

### **Development**

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular 1:1s and appraisals with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

### **NHS Constitution**

As a commissioned provider of NHS services, Tetbury Hospital Trust has a responsibility to adhere to the NHS Constitution which establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another. All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to NHS Constitution for England - Publications - GOV.UK that essentially provides a further and more detailed explanation of each of the rights and pledges.

### **Criminal Records**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (DBS) to check for any previous criminal convictions.

## **Person Specification**

SPECIFICATION	DESCRIPTION	
	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Good basic education (English and Maths)</li><li>• Keyboard / Computer literate</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of PAS, Excel, Word, Choose and Book, MSS.</li></ul>
<b>Experience/Skills</b>	<ul style="list-style-type: none"><li>• Effective communicator</li><li>• Confident at dealing with members of the public.</li><li>• Experience of providing high standards of service.</li><li>• Problem solving</li><li>• Experience of working in a pressurised environment.</li><li>• Able to work as part of a team.</li></ul>	<ul style="list-style-type: none"><li>• Ability to problem solve.</li><li>• Motivated, accurate with the ability to multi-task.</li><li>• Experience of handling sensitive information,</li></ul>

	<ul style="list-style-type: none"> <li>• Ability to manage own work.</li> <li>• Ability to manage time effectively.</li> <li>• Ability to prioritise.</li> <li>• Tact and diplomacy.</li> <li>• Empathy with patients</li> <li>• Ability to be professionally assertive when required.</li> <li>• Ability to learn</li> <li>• Understanding of confidentiality and data protection act.</li> </ul>	
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Articulate with the ability to communicate in English.</li> <li>• Projects a positive and professional image.</li> </ul>	
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• To work as a team and to provide cover as and when required.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• To be aware of all aspects of statutory responsibilities (e.g. Health and Safety, Data Protection, Manual Handling.</li> <li>• Staff are required to move notes between areas within the Hospital. This involves the understanding of the principles of load handling.</li> <li>• The post holder will be required to use a VDU for periods of time.</li> </ul>	

*I understand and accept my accountabilities and responsibilities as outlined in this Job Description and Person Specification.*

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Post Holder</b>			

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Line Manager</b>			