

Job description

Clinical Assistant Administrator

Location: Kingston MRI Department, Kingston Upon Thames, KT7 QB

Reports to: MRI Operations Support Manager

Working with: Patients, Clinical & Non-Clinical Colleagues, Radiologists, GPs, Host NHS Trust, Patient Referral Centre, Head Office Support Colleagues

InHealth sees more than 5 million patients each year and diagnostic imaging is one of the busiest services that we provide. Our fully integrated imaging services offer increased capacity for NHS trusts, and convenient, fast access to services for patients.

As part of our clinical support team at Kingston MRI, you will be essential in ensuring our patients receive the best standard of care from arrival through to departure, ensuring our patients feel informed and engaged throughout their diagnostic pathway. The Clinical Assistant Administrator is primarily responsible for ensuring the smooth running of the working day by welcoming patients into the clinical area and preparing them for their MRI scan. You will also be involved with administrative tasks to provide support to the clinical and clerical teams, however, will be primarily patient facing.

As a Clinical Assistant Administrator, you will deliver a professional and patient-focused service, working alongside your clinical and non-clinical colleagues in our dynamic and fast-paced sites. As an integral part of our administrative and clinical support team, your skills will help us to deliver on our vision to make healthcare better.

What you will do:

By applying professionalism and expertise, you will play a pivotal role in how we support our patients through their healthcare journey. Using IT systems, you will make sure that our patients feel informed and engaged throughout their diagnostic pathway. As a Clinical Administration Administrator, you will work with both the clinical team and administration team to provide administrative and reception support for the imaging services we provide.

What you are responsible for:

- Providing a welcoming and professional first point of contact for all patients, coordinating their arrival through to departure.
- Dealing with telephone and direct enquiries in a prompt and effective manner, ensuring the provision of information and prioritisation of queries as appropriate.
- Dealing with telephone, direct and face to face enquiries.
- Ensuring that clinically validated appointments are booked appropriately and according to clinical priority on the appointments systems.

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- Facilitating efficient patient scheduling and throughput, leading to optimal use of scanning capacity.
- Accurately entering all relevant patient data into the patient management system
- Ensuring patient and customer focus is central to the success of the MRI department by delivering an excellent level of patient care throughout.
- On occasion, ensuring all patients are invoiced promptly and accurately and that payment is taken on the day, recorded, and banked promptly.
- Checking the pre-authorisations for insured patients.
- Participating in governance activities, audits, personal development, and team meetings.
- Ensuring due regard is given to the customs, values, and spiritual beliefs of patients, making sure their views are sought and respected.
- Maintaining a clean and safe working environment.
- Complying with ISO standards in respect of information security management.
- Reporting all incidents and complaints in line with company policy.
- Clarifying patient's identification and completing the pre-scan consent and data protection form as required.
- Escorting patients to and from the clinical area as required, explaining the procedure in full and ensuring any questions or concerns are managed professionally
- Completing the patient's pre-scan data protection/consent form and health and safety questionnaire (where applicable)

We are looking for someone who has:

- An empathetic and caring approach
- A passion for delivering the highest level of customer service
- A good understanding of health and safety and infection control
- The ability to work independently and as part of a multi skilled team
- Flexibility in working patterns to fulfil site requirements
- Excellent written and verbal communication skills, with a capability to present information in a logical and efficient manner
- Strong administration skills with an ability to pick up new systems quickly
- The passion to attend courses to enhance their knowledge and skills for the role required
- A team player who is supportive, reliable, and trustworthy
- Great organisational skills with a proven ability to plan.
- Someone who is approachable, dedicated, and hardworking
- An individual who can multi-task in a busy environment.
- An individual who can remain calm under pressure and when dealing with challenging situations.
- A team player who can use initiative.

You should apply if you have the below experience:

- Experience in a similar healthcare role, delivering hands on patient care, or have the passion to learn and work in a busy healthcare environment following working in a customer focused environment.
- Proficient administration skills, such as experience using Microsoft Packages
- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively.
- Conduct yourself in a professional manner with both patients and colleagues.
- Have good listening skills with an ability to present information logically.
- Be able to demonstrate an appreciation of patient care and confidentiality.
- Understand data protection and its importance in the workplace.
- Have a proven level of accuracy and attention to detail.
- Working in a fast-paced environment.
- Be flexible in your working patterns to fulfil administration and/ or clinical requirements and be willing to adjust these at short notice to accommodate unexpected changes.

Department service hours:

- 06h45 to 21h00 Monday - Friday
- 07h15-19h30 Saturday, Sunday and Bank Holidays. This is currently under review to change to 20h00

Please consider travel arrangements / timings before applying for the position. Traveling distance and / or travel time will be taken into consideration before processing an application.