

Job description

Patient Care Advisor

Location: Rochdale

Reports to: Team Leader

Working with: Patients, GPs & Referrers, Team Leaders, Advisors within the PRC, Service Managers, Head of Patient Referrals, Head Office Support Functions

Introduction:

InHealth sees more than 5 million patients each year and our Patient Referral Centre (PRC) is focused on providing direct access and support to all our patients. At the Patient Referral Centre (PRC) we own each step of the patient journey. From the first referral to the final report, our fully qualified teams provide the care and support our patients need, every step of the way.

As a Patient Care Advisor you will ensure all patients receive the highest level of care and support at all times by processing accurate referrals and booking appointments with ease. As an integral part of our Patient Care Team, your skills will help to ensure that we consistently deliver world class patient care.

What you will do:

Support the patient's journey through InHealth by answering inbound and making outbound calls to arrange suitable and timely appointments at the relevant clinics.

What you are responsible for:

- Answering inbound calls and making outbound calls within agreed SLA's
- Using appropriate questions to understand and determine the patients' needs, resulting in first time resolution
- Booking patients into appointments in line with best practice standards (such as clinic utilisation) identified in the patient journey
- Controlling call times in line with the team control charts, to ensure all conversations are efficient and of good quality
- Entering referral information on the in-house patient administration system
- Communicating relevant information to internal and external customers via email in a professional manner
- Locating information from various relevant sources to be able to progress patient data
- Maintaining appropriate records and keeping information up to date and relevant
- Adhering to data protection act guidelines and IGSO standards

Job description

You will:

- Be able to demonstrate an appreciation of patient care and confidentiality
- Show a willingness and ability to give priority to patients and customers, delivering high quality services that meet their needs
- Demonstrate an ability to explain, advocate and express ideas in a convincing manner
- Respond to and react positively to customer requests, internal and external
- Maintain and demonstrate appropriate technical knowledge relating to specific modalities, in order to investigate problems
- Understand the implications of the Data Protection Act, Caldicott Principles and GDPR
- Have a demonstrable aptitude towards improving quality

What people see in you:

- An empathetic and patient individual that is able to understand our customers' needs and requirements in order to deliver an excellent service at all times
- A great communicator at all levels, written and verbal
- Someone who is approachable, dedicated and hardworking
- Someone who thrives on and is calm in challenging situations, working well under pressure
- A team player who is supportive, reliable and trustworthy
- A positive attitude with a helpful and proactive approach to customer service
- Someone who gets stuck in and creates a positive atmosphere
- A person who naturally instils confidence in other colleagues
- Someone who makes good decisions

You have experience of:

- Working in a customer or patient focused role
- Prioritising tasks in a professional environment
- Working as part of a team but also independently
- Taking incoming and making outgoing calls (desirable but not essential – we can help train you!)

Other key parts of the Patient Care Advisor's role:

- You need to be willing to be flexible when working shifts required
- There may be instances where our Patient Care Advisors need to work additional hours or away from their usual working location to support the operational requirements of the business
- On occasions, national travel may be required to attend training courses