

## Job description

# Patient Administrator

**Location:** InHealth Endoscopy

**Reports to:** Administration Team Leader/ Lead Nurse or ODP depending on site staffing structure.

**Working with:** Patients, Clinical and Non-Clinical Colleagues, Endoscopy Senior Staff, Head Office, Suppliers, Contractors

As a leading provider of GP lead NHS gastroenterology services, we believe in early diagnosis and treatment. InHealth is CQC registered and a JAG accredited provider of endoscopy services in community gastroenterology clinics and we were the first provider to offer trans-nasal gastroscopy in the UK. With more than 3 million patients seen across InHealth services each year, our team of Patient Administrators in Endoscopy provide vital services for patients, delivering the best standard of care and helping to reduce waiting times at local hospitals.

As a Patient 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 team, your skills will help us to deliver on our vision to make healthcare better.

## What you will do:

You will also work with colleagues to provide administrative support for the endoscopy services we provide; by applying professionalism and expertise, you will play a pivotal role in how we support our patients through their healthcare journey.

Using IT systems and digital technologies, you will make sure that our patients feel informed, engaged and prepared for their procedure throughout their endoscopy pathway.

## What you are responsible for:

### Reception

- To provide a warm welcoming in an empathetic and professional manner to patients arriving at reception in a timely manner by ensuring their arrival is correctly recorded on the relevant patient administrative system.
- To provide high-quality administrative support to the unit, ensuring an efficient service is maintained.
- Manage telephone and in-person enquiries in a prompt and professional manner, ensuring accurate information is provided and queries are prioritised appropriately.

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- Deal with complaints in a professional manner and escalate to the manager or an appropriate person for assistance. Report all incidents and complaints in line with Company Policy.

## Administration

- To communicate effectively with colleagues and patients.
- To be fully conversant with current information technology/patient administration system.
- Responsible for managing all aspects of incoming and outgoing mail.
- Prepare in advance, the patient folders or records for the daily clinics, to ensure correct data is recorded for the organization.
- Manage histology reports, daily triage, lowers list, scanning of patient records, recording follow up and surveillance as appropriate and closing of open referrals in a timely manner.
- Timely management of requesting bowel preparation including the signing of prescriptions where applicable.
- Timely management of MDT referrals.
- Scan confidential patient data to the patient administration records and discard any paper records in the confidential waste at the end of the clinic.
- Manage spreadsheets, databases, and paper-based administrative systems to ensure information is recorded accurately, remains accessible, and is stored securely.

## General

- Maintain office equipment in good working order.
- Ensure adequate office stationary stock levels and manage ordering if applicable to units role structure.
- Assist Endoscopy Unit to ensure correct paper information advice and medication is sent to patient in a timely manner for the impending procedure.
- To independently prioritize and manage own workload to ensure an efficient service is provided, being flexible and adaptable to change.
- Maintaining patient confidentiality always.
- Participate in Governance activities, audits, personal development and team meetings when required or tasked to by lead.
- Contribute to knowledge sharing and assist in training colleagues on administrative processes and procedures.
- Responsible for safety of self, patients and visitors to the department in accordance with the Health & Safety at Work Act (1974), including the implementation of COSHH regulation and Risk Assessment.
- Maintain a clean and safe working environment.
- Compliance with GDPR.

*This is not a restrictive list of duties and all members of InHealth may be required to carry out additional tasks within their capability. All members of staff are required to participate in appraisals, self-development, mandatory and statutory training.*

## What people see in you:

- A team player who is supportive, reliable and trustworthy

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- A positive attitude with a helpful and proactive approach to customer service
- Great organisational skills with a proven ability to plan ahead
- Someone who can be flexible and adapt to their working environment
- A great communicator at all levels, written and verbal
- Someone who is approachable, dedicated and hardworking
- An individual who is empathetic and cares about people
- Initiative-driven individual who thrives in a fast-paced environment

## You will:

- Be skilled at administration processes and proficient with Microsoft packages
- Have ability to learn and understand local trust pathways and their contractual arrangements with InHealth.
- Be experienced in dealing with patients and know how to handle their queries effectively and sensitively
- Conduct yourself in a professional manner with both patients and colleagues
- Have ability to prioritise workload effectively and manage multiple tasks in a busy environment
- Have good listening skills with an ability to present information in a logical manner
- 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
- Be flexible in your working patterns and be willing to adjust these at short notice to accommodate unexpected changes

## You have experience of:

- Working in a customer-facing or patient-centred environment
- Using Microsoft applications and other IT systems
- Experience of working in a busy environment, with the ability to stay organised and manage time effectively
- Working independently and as part of a wider team
- Using effective communication skills
- Working with multi-skilled colleagues as part of a multi-disciplinary team

## Other key parts of the Patient Administrator's role:

- There may be instances where our Patient Administrators need to work additional hours, support other units or support the wider operational functions of the business.