**Patient Administrator**

**Location:** Eastbourne

**Reports to:** Operations Support Manager

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

InHealth sees more than 3 million patients each year and diagnostic imaging is one of the busiest services we provide. Our Clinical Assistant Administrators are a vital part of the InHealth team and they are responsible for making sure our patients receive the best customer service from initial telephone contact, through to arrival on-site and during their procedure.

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:**

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 and engaged throughout their diagnostic pathway. You will also work with clinical colleagues to provide administrative and clinical support for the imaging services we provide.

**What you are responsible for:**

* Providing a welcoming and professional first point of contact for all patients and visitors
* Be calm with an approachable friendly manner and have a high standard of personal performance
* To provide a high quality administrative service for the unit to ensure an efficient service
* Dealing with telephone and direct enquiries in a prompt and effective manner, ensuring the provision of information and prioritisation of queries as appropriate
* Ensuring that clinically validated appointments are booked appropriately and according to clinical priority on the appointments system
* Facilitating efficient patient scheduling and throughput, leading to optimal use of scanning capacity
* Deal with complaints in a professional manner and in line with company policy
* Maintaining stock control and being responsible for purchasing consumables and supplies as and when required
* Participating in governance activities, audits, personal development and team meetings
* Accurately entering data onto the patient management systems
* Adhere to GDPR guidelines for all required tasks to include data protection, patient confidentiality and data retention periods
* Be calm with an approachable friendly manner and have a high standard of personal performance

**What people see in you:**

* A team player who is supportive, reliable and trustworthy
* 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

**You will:**

* Be experienced in dealing with patients and/or visitors 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
* Have a proven level of accuracy and attention to detail
* Be skilled at administration processes

**You have experience of:**

* Working within a customer or patient focused environment
* Using Microsoft packages and other IT systems
* Working independently and as part of a wider team
* Using effective communication skills with customers and the public
* Working with multi-skilled colleagues as part of a multi-disciplinary team

**Other key parts of the Patient Administrator’s role:**

* Undertake basic life support training and patient transfer training so as to be able to assist in emergency situations
* Ensures due regard is given to the customs, values and spiritual beliefs of patients and to ensure patients views are sought and taken into account