

Job Description

Job Title	Patient Co-Ordinator / Administrator
<p>Job Purpose/Summary</p> <p>Duties and Responsibilities</p> <p>Desirable Education</p> <p>Desirable Skills</p>	<ul style="list-style-type: none"> • To provide a high standard of administrative/reception service to the Patient and the clinic • To work as part of the multi-disciplinary team both within the wider Prosthetic and Silicone Service • Respect the contribution of all members within the team/department and the importance of working together to ensure a high standard of patient care • Main contact person for all office equipment, maintenance, repairs, servicing and installation of the office and clinic • Assist the organisation's HR function by keeping personnel records up to date, assisting with any HR correspondence through to the office. • Process purchase orders as required • Maintain records of parts received • Diarise dates and send reminders of component that require servicing with manufacturers • To arrange courier and shipping to patients and manufacturers as per line managers requirements • To greet patients to the clinic, providing an efficient and Courteous service • Process patient correspondence, letters, reports and other documentation • Check/enter patient details on Meditech and other Systems • Report and respond to any system faults and errors • Prepare patient documentation for processing, including inputting or scanning • To unpack and book in as necessary all deliveries to the department • To pull/prepare in advance all files and orders for clinics. Liaise with Clinicians as necessary re action concerning any discrepancies • Send text reminders in a timely manner re patient appointment • Action/Input all details from completed clinics onto Meditech ensuring all orders are imported • Assisting to maintain high standards of care, including: • Maintain a safe working environment, reporting incidents, accidents, complaints • Understand the need to maintain and respect patient confidentiality • Participate in annual performance appraisal • To provide admin cover at the clinic as requested by your manager • The above details are not exclusive or exhaustive and you may be called on, from time to time, to perform other tasks as directed by your manager to ensure the smooth and efficient running of the department • Educated ideally to GCSE standard. • Written and oral communication skills appropriate to dealing with Operational and commercial issues with customers and patients. • High level of keying data accurately into data base systems. • Familiar with PC based office IT. • Excellent customer services skills at an operating office level. • The ability to work in a team environment.

	<p>Should demonstrate strength in the following areas:</p> <ul style="list-style-type: none"> • Accuracy. • Effective written and oral communication skills including listening. • Commitment.
<p><i>This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager.</i></p>	
<p><i>The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Company.</i></p>	
<p>Job Description Agreement</p>	
<p>Job Holder's Signature:</p>	<p>Date:</p>
<p>Head of Department Signature:</p>	<p>Date:</p>