

JOB DESCRIPTION

Job Title:	Medical Reservations Officer
Responsible to:	Senior Admin Sister / Administration Sister on Duty
Accountable to:	Chief Executive
Hours:	Minimum 30 hours per week. Monday to Friday.

Overall objectives:

As a member of the Clinic's Medical Reservations Team be responsible for all local anaesthetic, day case and inpatient theatre scheduling and bed management activity. Be responsible for the accurate and timely collection of all demographic and financial data required prior to the patient's admission. Work proactively and collaboratively with Consultant colleagues, their secretaries and all relevant departments to ensure a seamless patient journey is delivered.

Main duties and responsibilities:

1. Receive bookings and information from Consultants with practicing privileges or their secretaries. Accurately collect all demographic and financial data required for each patient.
2. Using both manual and computerised systems accurately and efficiently schedule all local anaesthetic, day-case and in patients into theatre sessions. Where necessary, liaise with theatre staff regarding specialist prosthesis, consumables and equipment.
3. Assist the Theatre Manager to reserve theatre time / theatre session allocations. Produce theatre lists.
4. Notify patients of their admission date for treatment / procedure, giving as much notice as possible.
5. Assist Administration Sisters with theatre bookings and generate admission information for patients via letter, emails and telephone calls.
6. Liaise with insurance companies and other payers to ensure relevant authorisation is in place.
7. Communicate with patients and Consultants regarding cancellation of appointments and inform relevant departments i.e. Theatres, Wards, Accounts and Reception.
8. Manage patient queries, provide cost estimates and procedure codes for specific procedures, as required.
9. Report any errors, complaints, incidents or problems to the Senior Administration Sister / Administration Sister on Duty and assist them to manage patient expectations.
10. Process registration forms in conjunction with Reception and Accounts Department staff.
11. Accurately input and update patient data on CMS (UIC database), whilst adhering to confidentiality and data protection principles at all times.

12. Effectively communicate with all members of the Multi Disciplinary Team, service users and the general public to ensure a seamless patient journey is delivered.
13. Provide information on services, procedures and Consultants available within the Clinic.
14. Operate the office equipment, ensure it is kept in good order and report any faults to appropriate department / member of staff.
15. Maintain adequate stationery supplies.
16. Assist with training of new staff as required.
17. Assist the Senior Administration Sister with writing and updating the administration standard operating procedures for the department.
18. Identify areas for improvement relating to processes and contribute to the effective implementation of policies and procedures.
19. Perform any other duties deemed appropriate to the grade.

General Duties:

1. Read, understand and adhere to all Ulster Independent Clinic policies and procedures.
2. Support environmental strategies to conform to legislation and to support waste management policies and strategies.
3. Communicate effectively with all users of the service, being courteous and respectful and ensuring confidentiality, at all times.
4. Actively participate and contribute to the continuous improvement of the service.
5. Attend all mandatory in-service training and lectures.
6. Comply with the Ulster Independent Equal Opportunities Policy at all times.
7. Carry out all duties & responsibilities in accordance with Health & Safety policies and statutory regulations.
8. Participate in annual performance review and maintain own personal development file.
9. Responsible for own professional development and maintenance of knowledge and skills according to professional guidelines and be responsible for identifying training needs and assisting in an effective training programme of all staff.
10. Adhere to and abide by professional code at all times (where applicable).

The above is not an exhaustive list of duties and should be regarded as providing guidelines in which the individual works. This job description is subject to review in light of changing circumstances and operational requirements.

Personnel Specification

Notes to applicants:

You must clearly demonstrate on your application form how you meet the required criteria, as failure to do so may result in you not being shortlisted.

Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note UIC reserves the right to use any desirable criteria outlined at shortlisting.

CATEGORY	ESSENTIAL	DESIRABLE
Experience	<p>Experience in booking and processing appointments, through the use of a computerised patient booking/management system.</p> <p>Administration experience in a patient / clinical setting.</p> <p>Ability to deal tactfully and efficiently with all service users, maintaining confidentiality and adherence to data protection at all times.</p> <p>Accuracy and close attention to detail</p> <p>Computer literate.</p> <p>Proficient in the use of a computerised patient booking/management system.</p>	<p>Experience of making surgical theatre bookings using an electronic patient management system.</p> <p>Have an understanding of private medical insurance claims including preauthorisation, excesses and where applicable claim forms.</p>
Education/ Qualifications / Training	GCSE (or equivalent) English Language and Mathematics.	ECDL qualification
Other	<p>The post holder will be required to be flexible in their working pattern to meet service needs e.g. shifts.</p> <p>Satisfactory completion of the following checks prior to appointment:</p> <ul style="list-style-type: none"> References 	

	<ul style="list-style-type: none"> • **Evidence of right to live and work in UK • Health screening • Qualification checks • Satisfactory *ACCESSNI clearance. 	
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Competencies:

- Teamworking
- Patient Focus
- Effective Communication and Interpersonal Skills
- Excellent Planning, Prioritising and Organising Skills

Information for Applicants

Please refer to our website for the following policies in relation to your application:

<https://www.ulsterindependentclinic.com/careers>

- Policy on the Recruitment of Ex-Offenders
- Criminal Records Information Policy
- Fair Processing Notice for Candidates and Applicants
- Policy on handling & storage of information

*Applicants can obtain information about AccessNI at the following website address:

<https://www.nidirect.gov.uk/campaigns/accessni-criminal-record-checks>

*AccessNI Code of Practice at the following website address:

<https://www.nidirect.gov.uk/publications/accessni-code-practice>

*AccessNI Privacy Notice at the following website address:

<https://www.justice-ni.gov.uk/publications/ani-privacy>

**You must have the legal right to work in the UK and in line with its legal obligations Ulster Independent Clinic will carry out Right to Work documentation checks prior to appointment. This will include checking documentation for those with Settled or Pre Settled status under the EU Settlement Scheme. Please note that whilst we welcome all applications regardless of national origin we do not hold a UK Home Office Sponsor Licence and we are therefore unable to sponsor applicants under the new UK Home Office points based immigration process.