

PATIENT CONTACT ADVISOR JOB DESCRIPTION

JOB TITLE	Patient Contact Advisor
HOURS	Part-time
SALARY	Competitive salary
RESPONSIBLE TO	Patient Contact Team Manager
JOB SUMMARY	The Patient Contact Advisor will be the first point of contact for patients and visitors, whether that be over the telephone or face to face at the front desk. The Patient Contact Advisor will be responsible for providing friendly and efficient customer service to signpost patients and visitors to the appropriate service/healthcare professional whilst following Practice protocols and guidelines.
KEY DUTIES	• To act as the first point of contact for patients and visitors by welcoming them at the front desk and/or by greeting them over the telephone. • To make, amend or cancel appointments. • To signpost requests to the most appropriate service, appointment or clinician. • To ensure enquiries are answered in a timely and professional manner. • To ensure patient confidentiality, respect, and dignity is adhered to at all times.
OTHER DUTIES	• To read, action and maintain the 'Patient Contact List' system in accordance with the Practice's policy and process. • To explain the Practice arrangements and formal requirements for new patients, temporary residents and ensure procedures are completed. • To arrange patient transport for those eligible. • To share information regarding the complaint's procedure. • To assist with the document workflow process. • To open, prepare and send letters where necessary. • To assist with the cancellation of clinics as and when required.

	• To open the Practice up in the mornings (front desk only). • To accept specimens from patients and deliver to the appropriate storage facility (front desk only). • To sign in and sign out medications including repeat prescriptions (front desk only). • To accept deliveries addressed to the Practice (front desk only). • To liaise with patients, carers, hospitals, community pharmacies and other local healthcare providers when required regarding queries and requests and to pass on messages. • To undertake statutory and mandatory training as required • To act with professionalism and ensuring that ethical conduct is adhered to at all times. • To assist with training for new staff. • To assist with the gathering of statistics and information when required. • To participate and co-operate with any research projects. • To work across different practices on an ad-hoc/when required basis. • It will be necessary to attend and contribute to various practice meetings as requested. • This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners and the Management Team.
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CONFIDENTIALITY

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carer's, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- The post holder must not enter patient records without clinical or administrative need to do so.
- The post holder must maintain confidentiality of information, always acting within the terms of the Data Protection Act and the Caldicott Principles on patient confidentiality.

- The post holder must also maintain an awareness of the Freedom of Information Act.

HEALTH AND SAFETY, INFECTION CONTROL & SAFEGUARDING

The post-holder will assist in promoting and maintaining their own and others health, safety and security as defined in the Practice health and safety policy and the Practice infection control policy and procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean and tidy whilst adhering to GDPR regulations.
- Undertaking annual infection control training.
- Reporting potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children and adults.
- Extracting safeguarding information and following the appropriate pathway when required

EQUALITY AND DIVERSITY

The post holder will support the equality, diversity and rights of patient's, carer's and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, their carer's and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

PERSONAL/PROFESSIONAL DEVELOPMENT

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review (annual appraisal), including taking responsibility maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

QUALITY

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.

- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patient's needs.
- Effectively manage own time, workload and resources.

COMMUNICATION

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and their carer's.
- Recognise people's needs for alternative methods of communication and respond accordingly.