

HULL AND EAST YORKSHIRE HOSPITALS NHS TRUST

TITLE: Weekend Admissions Clerk

REPORTS TO: Management Assistant, Admissions, HRI

JOB SUMMARY:

- To provide dedicated clerical support as part of a team responsible for the Admission Department
- To ensure departmental standards are met and all admission and enquiries are dealt with in a timely and polite manner
- To maintain an accurate computerised record of inpatient movement on the Patient Administration System

RESPONSIBILITIES

Retrieval of casenotes from the District Records Library for emergency admissions, locating any not in file, making up new casenotes when necessary

Adhere to the casenote tracking system ensuring all casenotes are tracked accordingly

Receive patients coming into hospital checking and inputting details on to the Patient Administration System

Undertaking assessment of own unsupervised work to ensure continued efficient running of department, seeking guidance and instruction from management team as necessary

Deal with telephone enquiries, and enquiries made by the general public

Maintain accurate and timely records of personal work loads and service standards, to assist with workload monitoring, resource management and personal development.

Undertake training as identified to include the Patient Administration Induction Programme, Integrated Patient Management Systems, all mandatory training, and any other training specific to the area in which you work

Ensure all patients, visitors and employees are treated with dignity and respect

Ensure that quality standards within the team are adhered to

Maintain complete confidentiality at all times in accordance with the Data Protection Act

To ensure the standards associated with customer care are maintained

Ability to maintain effective communications and teamwork within the team and other departments using all available media (e-mail, team meetings, department newsletter or one to one training)

Ensure personal compliance with Trust policies, procedures and departmental protocols

KNOWLEDGE AND SKILLS

Ability to maintain effective communications with the general public and teamwork within the team and other departments using all available media (e-mail, team meetings, department newsletter or one to one training)

Ability to deliver professionalism when dealing with consultants, doctors and nursing staff

To retrieve casenotes and deliver to appropriate wards in the time scales set out in the admission policy

Ability to take appropriate action to ensure patients enquiries are dealt with timely and efficiently

Ability to search for casenotes not in file and deliver accordingly

Ability to assist in the training of new staff as and when required

Ability to receive and deal with telephone calls from the general public and other departments regarding any enquiries

Ability to take appropriate action to clarify points of detail in order to ensure service standards are met

Ability to use Clinicom to check and update the Patient Master Index and casenote tracking system

Ability to perform basic trouble shooting for office equipment such as printers, fax machines and photocopiers

EFFORT AND ENVIRONMENT

Able to deal with difficult situations and act appropriately

Ability to work under pressure and to meet deadlines

Ability to prioritise workload in order to meet targets

To work flexibly to meet the needs of the service

Need to be able to lift parcels and boxes of notes and manoeuvre trolleys with assistance/equipment if necessary.

HEALTH AND SAFETY

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your Line Manager of any safety issues that you identify that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed, which will include checking the equipment is safe to use prior to its use and must report any defects immediately to your Line Manager.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post-holder.