

## HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST

**TITLE** Medical Reports/Enquiry Desk Clerk

**GRADE** A&C 2

**RESPONSIBLE TO** Patient Administration Manager, HRI

**REPORTS TO** Medical Records Administrator, HRI

### JOB SUMMARY

- Responsible for providing clerical and administrative support as part of a team, providing medical records to Solicitors and Consultants for the purpose of medical reports, and dealing with the public.
- Responsible for reception duties, dealing with patients, relatives and staff.

### RESPONSIBILITIES

Provide a comprehensive clerical and administrative support service to the medical reports process and the enquiry desk

Be responsible for locating and tracking out casenotes on the Lorenzo system in line with Trust guidelines and procedures

Responsible for locating A&E numbers, and obtain casualty cards

Act as the first point of contact for telephone queries from Solicitors and Clinicians, dealing with them appropriately, or escalating higher if necessary

Act as first point of contact for patients and the public, directing them to departments and wards, and dealing with telephone enquiries

Be able to carry out duties, and seek advice from the Manager when necessary

Participate in the PPDR process and develop methods of flexible learning to assist with continuing self development

Participate in staff briefings and access Trust media in order to keep abreast of Trust activity and matters relevant to the post  
Provide cover for the main reception on a daily basis, in order to assist relatives, patients and staff

## **KNOWLEDGE AND SKILLS**

Be able to communication with Solicitors and Clinicians over the telephone, face to face contact with the public and dealing with queries as they arise

Have the ability to work in a team and deal with Patient Administration Staff at all levels

Undertake training in order to continuously develop skills and knowledge which can be applied in the working environment

Be able to confidently use the Lorenzo System, and undertake the necessary training to carry out duties.

Comply with the Trust confidentiality and data protection policy when dealing with patient information

Ensure compliance with Trust policies, procedures and departmental protocols

Have the ability to access the Accident & Emergency Computer System, in order to locate A&E numbers, and obtain casualty cards

Ability to make informed decisions appropriate to the level of the post

Have the ability to prioritise work in order to meet identified targets and seek advice from the Manager when necessary

Able to use office equipment such as printers, photocopiers and fax machines

## **EFFORT AND ENVIRONMENT**

Ability to work under pressure to meet deadlines

Ability to adapt to changing circumstances and prioritise work load accordingly

## **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 work place. 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 health and safety 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.**

