

JOB DESCRIPTION

Job Title: Outpatients Clerk

Job Summary: Under the direct supervision of the Outpatients Co-ordinator and in line with relevant policies, procedures, protocols and guidelines, to be a member of the team providing clerical support and a reception service to the outpatients' clinic areas

Accountable to: Operations Manager
Duties and Responsibilities

1 Core Duties

1.1 Reception duties

- Greet people attending the reception area, ascertaining their requirements and respond to those requirements accordingly
- Assist in maintaining the reception area at all times in an orderly state
- Provide a telephone service answering and recording in the telephone log book all incoming calls to the clinic area, relaying queries and messages as necessary and liaising with other departments where appropriate
- Arrange and respond to patient transport requests as directed
- Maintain the confidentiality, safety and security of the reception area reporting any adverse matters to senior staff and or the security office

1.2 Supplies and Stock control duties

- Advise of requirements by preparing on a regular basis a list of stock and non-stock requirements e.g. stationery, clinical stock etc.
- Submit approved requisitions to supplies or other providers
- Verify goods received upon delivery with requisitions sheets reporting any anomalies to the line manager
- Check at regular intervals for any outstanding items
- Store away in relevant areas all goods delivered to the clinics

1.3 Clerical duties

- From information provided by the patient, letters, files, clinic lists etc. verify and amend files and PAS as necessary with patient details such as name, address, date of birth and GP
- Daily receive, open, date stamp and distribute post to appropriate members of the team
- To validate, by comparing the provided daily worksheet with the faxes received, referrals received via the RBMS reporting any anomalies to the line manager
- Ensure that any declared cancer referrals are immediately entered onto PAS and brought to the urgent attention of the Consultant
- Following registration of patients on PAS, to forward all referrals to the designated Consultant for prioritisation
- Using the pre-set clinic templates and as directed by clinical staff, arrange follow-up appointments for patients who require directly booking into a follow-up clinic
- From information provided generate relevant standard letters for patients and GPs

1.4 Patient record duties

- As directed, collate patient records, case-notes and films as required for audit or other project or ad-hoc purposes
- In the standardised format, create patient case-notes for new patients as required, including replacement / renewal as appropriate
- Ensure that all patient records are accurately tracked in to and out of the clinic area using appropriate tracking systems
- Maintain a filing system for patient records in the department
- From the clinic lists, collate and prepare all patient records and films in readiness for the clinic, reporting any missing files to the line manager
- Following clinic activity, forward or file patient records as indicated by clinical staff or the line manager

1.5 Data entry duties

- Daily register referrals on PAS making sure this is within two working days of the date received in the hospital

- To enter clinic attendances and outcomes onto PAS in the identified timescales and to the identified standards
- From PAS, to print off the daily clinic lists a day in hand

2 Departmental Duties

3 Supervision and Accountability

- Supervised by the Outpatients Co-ordinator or in their absence, the senior nurse in charge of the clinic
- Daily contact with the supervisor and access at all times throughout working hours
- Six monthly review assessment / appraisal

SUMMARY

This job description is an outline of the key responsibilities of the Outpatients Clerk role and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services, as well as the personal development needs of the post holder.

PERSON SPECIFICATION

Essential Criteria

- Good verbal and written communication skills
- Good basic numeracy and literacy skills
- Organisational / Prioritisation skills
- Willingness to be trained
- Previous recent clerical experience
- Experience of reception duties / customer relations
- Experience of working in a team environment
- Computer literate / IT trained

Desirable Criteria

- Previous care environment experience
- Evidence of liaising with more than one discipline
- Knowledge of hospital environment / routines
- Knowledge of requirements of patients

Recommended Training

- Customer Care
- PAS
- Data Protection
- Case-note tracking and retrieval
- Access to Health Records
- Health and Safety procedures
- Basic induction training into hospital, general practice and community procedures
- NVQ level 2 in related subject e.g. healthcare administration