



Patient Coordinator

MAJOR DUTIES AND RESPONSIBILITIES OF THE POST

1. Reception Duties

- Ensure efficiency of appointment system and monitor flow of patients into consulting and treatment rooms.
- Ensure that patients without appointments but who need urgent consultation, are seen in a logical a non-disruptive manner.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, ensure procedures are completed.
- Explain internet access arrangements to patients and ensure correct security procedures are followed.
- Advise patients of relevant charges for private services, accept payment and issue receipts for same.
- Respond to all queries and requests for assistance from patients and other visitors.
- Monitor and action incoming emails.
- Refer all requests for home visits to the Duty Doctor.
- In conjunction with the Dispenser ensure that requests for prescriptions are actioned where possible within two clear working days.
- Action requests for ambulance transport.
- Ensure reception and waiting areas are kept neat and tidy.

2. Management of appointment systems.

- Ensure total familiarity with all appointment systems in effect including regular and incidental variations.
- Book appointments and recalls ensuring sufficient information is recorded to retrieve medical records.
- Monitor effectiveness of the system and report any problems or variations required

3. Management of medical records.

- Ensure that information is available for the Doctor in the instances of urgent consultation.
- Retrieve and re-file records as required, ensuring that A4 records are in strict alphabetical order.
- Ensure correspondence, reports, results etc., are scanned in correct record.
- Ensure records are kept neat and tidy and in good repair with all necessary information recorded correctly on the outer cover of A4 records.

4. Preparation of consulting rooms.

- Ensure that the consulting rooms are prepared for each consulting session.
- Ensure that the consulting rooms are checked at the end of each consulting session and left tidy and secure.

5. Operation of telephone system

- Receive and make calls as required
- Divert calls and take messages as appropriate.
- Ensure that the system is operational at the beginning of each day.

6. Start and end of day Procedures

- Open up premises at the start of day, set alarm to day function and make all necessary preparations to receive patients.
- Secure premises at end of day, ensure the building is totally secured, internal lights off, doors locked and alarm activated.

7. Any other delegated duties considered appropriate to the post

- Daily filing and scanning
- Opening and distribution of daily post.
- Recording information in appropriate message books for colleagues including the deceased book.
- To ensure that all working areas are kept tidy and ready to use by incoming colleagues together with information about any unresolved or urgent matters.

8. Special requirements of the post

- An understanding, acceptance and adherence to the need for strict confidentiality.
- An ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to patients enquires and requests.
- Excellent communication skills.

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 reasonably may be requested the partner or the practice manager.

Person Specification

Attribute	In particular	Requirement
Good customer service skills	Welcoming	Essential
	Polite and diplomatic	Essential
	Excellent telephone manner	Essential
Computer literacy	Familiar with word processing	Essential
	Used to appointment systems	Desirable
Excellent team player	Helpful	Essential
	Willing to help others at busy times	Essential
	Positive attitude	Essential
Works well under pressure	Keeps calm under pressure	Essential
	Patient with colleagues and patients	Essential
	Attention to detail	Essential
Work attributes	Able to work within guidelines	Essential
	Able to act on initiative within the guidelines	Essential
	Prepared to cover colleagues annual leave/ sickness	Essential
	Contributes to improving systems	Desirable
	Flexible	Essential
	A good standard of written and spoken English	Essential
Training	Willing to be trained	Essential
	Quick to learn	Desirable
	Positive attitude to new systems	Essential
Discretion	Confidentiality of staff and patient information	Essential