

## Job Description

<b>Job title</b>	Medical Secretary	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Head of Facilities	<b>Job code</b>	
<b>Location</b>	Site based	<b>Evaluation Date</b>	June 2022

### Job Purpose

As a core member of the site administration team of Medical Secretaries; you will provide efficient, professional and effective secretarial and administrative support to site and specifically to the full Medical team.

### Responsibilities

- Provide efficient and effective administrative support to the hospital and particularly the medical team. This will regularly include typing, minute taking, receiving telephone enquiries, diary and appointment management, managing correspondence, meeting and greeting visitors and other administrative tasks as appropriate. You will also be required to liaise with other Priory Healthcare sites and departments, Insurers, GPs and Commissioners regarding specific patient details and invoicing.
- To provide cross cover within specified Medical Secretaries teams, as assigned by your line manager.
- Provide exceptional customer service to our patients, ensuring a positive customer experience.
- You will be required to accurately record Independent Consultant time to ensure appropriate invoicing controls are in place for the hospital. Independent Consultant Time is designated as time you spend completing tasks assigned to you by a Consultant.
- Organise diaries and patient appointments directly with patients and Consultants whilst ensuring the hospital is providing the best possible service to patients.
- Consistent use of CareNotes, paying particular attention to uploading reports and copy documents as appropriate and in line with company policies and SLAs.
- Liaise with Inpatient and Therapy Services regarding admissions, discharges, follow up arrangements and CPA and other multi agency meetings
- Recognise importance of enquiries, issues and callers and apply the appropriate prioritisation to ensure the highest level of service at all times.
- Handle complaints from patients and families with sensitivity and a level of urgency, escalating to the site Medical Director and HD, and in accordance with Company Policy.
- Ensure that all documentation is correctly filed, in order that financial, regulatory and other auditors can be satisfied.
- Update patient details and records within CareNotes promptly, ensuring accuracy of all data input.
- Ensure that Medical records are safely stored and archived in accordance with company and local procedures.
- Maintains all standards pertaining to confidentiality and Information Governance in accordance with Company Policies.
- Handle all external and internal enquiries relating to an individual or department, directing queries as appropriate.
- Seek to continually improve processes so that the hospital can operate efficiently.
- Work effectively with colleagues across all departments with a strong focus on the success of the hospital
- May be required to provide cover for colleagues in other departments as appropriate.
- Conducts yourself in a manner consistent with the company behaviours, demonstrating a flexible and helpful manner to all colleagues.
- You will be expected to provide cover and support to the wider team and site as and when needed

### Knowledge / Education / Skills

- Excellent computer and Microsoft office skills and can audio-type.
- An understanding of medical terminology is required.
- Passionate about providing a high quality service to the hospital.
- Strong organisational skills, ability to prioritise own workload.
- Detail oriented and excellent attention to detail
- A team worker
- A high level of confidentiality and integrity required.

## Experience

- Experience within an administrative, customer service, clinical or other appropriate background.
- Experience of working within a team and sharing workload to ensure the department runs effectively.
- Work within existing procedures and processes, however, there will occasionally be the need for more adaptive thinking, particularly when dealing with patients and their families.

## Communication

Excellent verbal and non-verbal communications including awareness of impact of communication on desired audience. Can flex communication style dependant on situation and message. Will be required to communicate with patients, as well as colleagues, and therefore an appropriate customer service approach should be taken.

## Responsibility

### **Leadership**

Works within a team and will be required to assist less experienced colleagues.

### **Budgets & Equipment**

No budgetary responsibility.

### **Information**

Shared responsibility for the confidentiality, security and accuracy of all patient and financial records.

## Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

## Working Environment

This role will be site based and expected to be on site 100% of the time. Core office working hours are usual, but dependent on site.

## Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being Supportive	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>

Striving Excellence	for <ul style="list-style-type: none"><li>• Always puts service quality first</li><li>• Shares and encourages innovation</li><li>• Keeps on top of new developments in the sector</li></ul>
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